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Japan	100.00	100.00	100.00	100.00
UK	100.00	100.00	100.00	100.00
USA	100.00	100.00	100.00	100.00

EUROPE'S BUSINESS NEWSPAPER

# FINANCIAL TIMES

CHILE  
Guarded step towards  
democracy  
Page 15

FT No. 31,400  
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Monday March 11 1991

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World News Business Summary

## US warns Iraq on use of chemical weapons

The US warned the Iraqi government of "serious consequences" if it uses chemical weapons to suppress internal unrest. US officials refused to say what the reaction might be, but there were reports yesterday that the options might include air strikes against Iraqi military units equipped with poison gas. Page 16; Gulf reports, Page 2

## Albanian clampdown

Albania's ruling communists declared the port of Durres a military zone after 15,000 people seized ships last week and crossed into Italy. The move came after the Italian government said it would send back the refugees. Page 3

## Poll date decision

Rajiv Gandhi's Congress Party ended days of manoeuvring by announcing a general election by stating that it had formally requested polls in May.

## Slovaks 'can secede'

Czech president Vaclav Havel said he would not stand in the way of Slovak secession from the Czechoslovak federation but advised against a split into separate states.

## Quebec autonomy

Quebec's Liberal Party adopted the highly nationalistic Alliance Report urging sweeping new powers for the province and a referendum on sovereignty by late-1992. Page 4

## Close vote likely

Fighting in El Salvador's 11-year civil war stopped as thousands of voters turned out for the country's national and municipal elections. A close result is expected. Page 4

## Papandreu on trial

The long-awaited trial of Andreas Papandreu, the former Greek prime minister accused of corruption, starts today amid doubts that the main prosecution witness will testify. Page 4

## Jumbo jet blaze

An engine of a Philippine Airlines Boeing 747 airliner caught fire after landing at Manila airport. None of the 267 people on board was hurt.

## 7 die in Kashmir

At least seven people were killed in separatist violence in Kashmir amid reports of unprecedented battles between militants and Indian troops near the Pakistan border.

## Israeli stabbings

Israeli police shot and detained an Arab man who stabbed four Israeli women to death near a Jerusalem playground. Page 2

## Early poll rejected

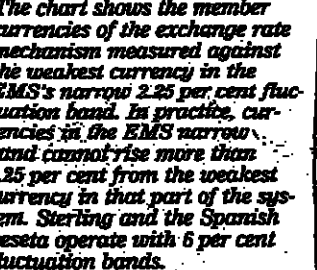
Poland's parliament, ignoring a request from President Lech Walesa for elections to be held by May 26, voted to hold the poll in the autumn. Page 3

## Group Bull warns that losses will top FF6bn

Group Bull, the troubled French computer manufacturer, expects group losses for 1990 to exceed FF6bn (€1.14bn). In 1989 the company incurred a deficit of FF267m. Operational losses for 1990 will be about FF5bn, in line with forecasts made by Francis Lorenz, the group chief executive, late last year. Page 17

## EUROPEAN Monetary System

Spanish peseta touched its ceiling against weakest-placed French franc in exchange rate mechanism last week. Speculation that Bank of Spain would ease its monetary stance proved unfounded, but Belgian National Bank might be tempted by strength of Belgian franc to cut official rates this week, according to dealers. Sterling traded comfortably despite a fall in London money rates to a level discounting another cut in bank base rates. Currencies, Page 27



The chart shows the member currencies of the exchange rate mechanism measured against the weakest currency in the EMS's narrow 2.25 per cent fluctuation band. In practice, currencies in the EMS narrow band cannot rise more than 2.25 per cent from the weakest currency in that part of the system. Sterling and the Spanish peseta operate with a 6 per cent fluctuation band.

## PAN AM: Future of cash-strapped US airline hangs in balance after company failed to make full loan repayment

PAN AM: Future of cash-strapped US airline hangs in balance after company failed to make full loan repayment due to Bankers Trust and United Airlines. Page 17

## INTERNATIONAL Leisure Group: UK government will come under attack in parliament over its handling of collapse of ILG, Air Europe and Intasun travel company.

TELECOMMUNICATIONS: US companies will be able to offer rival international telephone services to UK subscribers in competition with British Telecom and Mercury Communications when US government lifts restrictions on UK telecom groups. Page 16

## ARGENTINA intends to sign new film stand-by loan with International Monetary Fund in April. Page 4

UNITED Bus, majority-owned bus and coach subsidiary of Dutch commercial vehicle maker DAF, plans private share issue totalling around £1.8bn (£49m) Page 19

## ROBERT Maxwell, UK publisher, returned to New York in last-ditch effort to reach deal with striking unions at loss-making New York Daily News. Page 17

COOPERS & Lybrand Deloitte, UK's largest accountancy firm, will make 200 of its 12,000 employees redundant over next six months. Page 17

## CAVENDISH International Holdings, property to energy subsidiary of Hutchinson Whampoa, made 29 per cent increase to HK\$1.32bn (£169m) in after-tax consolidated profits for 1990. Page 19

## Huge demonstrations call for creation of new opposition party

# Thousands march for Yeltsin

By Anthony Robinson in Moscow

HUNDREDS of thousands of demonstrators poured into the streets of Moscow and other big cities yesterday chanting support for Mr Boris Yeltsin, the Russian president, in his call for "war" on the communist leadership and for the creation of a powerful, united opposition party.

The crowds called for the resignation of the Soviet president, Mikhail Gorbachev, in what appeared to be the largest ever anti-communist demonstration in the Soviet Union.

It happened only a week before a crucial referendum on whether the Soviet Union should be preserved as a unitary state.

In Moscow, nearly half a million surged along the broad central thoroughfares to the Manezh Square near the Kremlin, praising Mr Yeltsin and showing their contempt for Mr Gorbachev and the Communist party.

The crowds cheered as Mr Gavril Popov, Moscow's radical mayor, called for a massive "no" vote in next Sunday's referendum. He and other speakers made clear that the opposition intends to transform it into a vote of no-confidence in a party "which has brought the country to the brink of disaster."

As the crowd passed the new headquarters of the Military General Staff on Kalinin Prospekt, demonstrators also called for the resignation of Marshal Dimitri Yazov, the defence minister, symbol of a resurgent military establishment which is believed to be backing a return to old-style authoritarian rule.

Lined old women, veterans of a thousand meat queues, stood cheek by jowl with young intellectuals, workers and striking coal miners to cheer as speaker after speaker denounced Mr Gorbachev, the Communist party and the referendum.

Mr Oleg Kalugin, a former senior KGB officer, attacked Mr Gorbachev and other senior government figures for accusing democratic forces of leading the country towards civil war. "Only the Communist party is capable of unleashing a civil war. It is the only force which is ready and armed to launch a war of any kind," he said. The only way democratic forces could withstand this would be through mass civil disobedience, he added.

Mr Nikolai Travkin, leader of the Democratic Party of Russia, a non-communist radical party, said the union treaty would lead to the dismemberment of the Russian federation, as several autonomous republics now included in the federation would be given quasi-sovereign status.

The Soviet economy is forecast to dive into a recession so deep that its own official forecasters are making comparisons with the famines which beset the country in the early 1930s. Details, Page 16

denounced Mr Gorbachev, the Communist party and the referendum.

Mr Gorbachev has claimed that a majority of the 15 republics support a new draft union treaty which represents the constitutional foundation of the future Soviet federation.

However, the three Baltic republics and Georgia are pushing for outright independence and other republics, including Russia, the Ukraine, Byelorussia and Kazakhstan have demanded both greater powers and a reduced role for Moscow.

The treaty as it now stands reserves key economic, military and foreign policy decisions to Moscow.

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The scene in sight of the Kremlin yesterday as thousands rallied against the government

## Belgrade under siege after violent clashes

By Laura Silber in Belgrade

SERBIAN paramilitary and army units were yesterday holding Belgrade, the Yugoslav capital, under siege following violent clashes with anti-communist demonstrators at Yugo Dvori, a leader of the opposition Democratic party, said yesterday.

The Serbian authorities, which had banned the demonstration, justified the crackdown in order "to stop looting and destructive forces aimed at tearing apart Belgrade and Serbia."

Helicopters circled as tanks, armoured personnel carriers and battalions of special police dressed in military camouflage, yesterday occupied the city's central square until the evening when tanks were withdrawn.

The smashed shop windows and the screams of young people whom police dragged into waiting vehicles made the city centre seem as though Yugoslavia was under enemy occupation.

Police randomly stopped dazed pedestrians to check their identity papers. Patrols of police in full riot gear sporadically beat and arrested people. They baton-charged youths who ran in from side streets to whistle and jeer. Several journalists and photographers, many of whom had film confiscated, were threatened with "a beating or arrest."

Mr Slobodan Milosevic. "The only goal of our demonstration was to gain objective non-party media... It seems that truth is nowhere as expensive in Europe as in Serbia," Mr Zoran Djindjic, a leader of the opposition Democratic party, said yesterday.

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Studio B, Belgrade's only independent television station, has been banned from transmitting any news programmes after carrying a live broadcast of Saturday's demonstration.

Belgrade's residents are now cut off from any non-communist controlled media. Newspapers from the other Yugoslav republics were sold out early in the day as people desperately searched for an account on what really happened at the weekend.

The authorities have not yet officially released the number of arrests. But the Continued on Page 16

Myth of Serbian unity, Page 3

## North Korea takes first step to open economy to western trade

By John Ridding, recently in Pyongyang

NORTH KOREA is taking steps to open up its tightly sealed economy and will soon repay debts on which it has defaulted, according to a senior executive of one of two state banks responsible for international trade.

Mr Chang Gon Il, vice-president of the Korea Daesong Bank, said Pyongyang will increase imports of machinery and equipment from the west in an attempt to modernise its economy.

Purchases would be financed by sales of mineral and other natural resources on the international market, he said.

His comments, made in a rare interview by a senior North Korean financial official, reflect a reaction to difficulties facing the North Korean economy and the breakdown in barter trade relations with traditional economic partners.

Last month, as an indication of North Korea's desire to break out of its self-imposed economic and financial isolation, Mr Yon Hyong Muk, the

prime minister, expressed full support for a proposal by Malaysia to establish an east Asian economic grouping.

From the start of this year, the Soviet Union, which is North Korea's foremost trading partner, has demanded hard currency for its oil exports to the country.

"We have plenty of natural resources, but we need up to date machinery to exploit them. For that we need hard currency," said Mr Chang.

"We have the resources and are ready to refund our creditors very soon," he said, referring to North Korea's outstanding debt.

The country still owes more than \$800m to western banks after defaulting on syndicated loans arranged in the early 1970s.

North Korea's Foreign Trade Bank, which arranged the loans, is holding meetings with creditors in Germany.

But western diplomats in Pyongyang and Peking gave a cautious response to Mr

Chang's comments. "They have told us before that they want to repay their debts, but we haven't seen the money," said one senior diplomat whose country is owed cash by Pyongyang.

"Our companies are reluctant to trade until this issue is resolved," he added.

Nonetheless, Mr Chang's comments appear to reflect a significant departure from North Korea's traditional strategy of isolation and self-sufficiency.

Referring to the philosophy of *Juche*, the political doctrine of the regime of President Kim Il Sung, which has held sway since the end of the second world war, and which emphasises self-sufficiency, Mr Chang said: "Self-sufficiency is not producing all and spending all by ourselves entirely. We have potential and want to use it to its utmost."

He named computers as well as office automation, mining and fishing equipment as Continued on Page 16

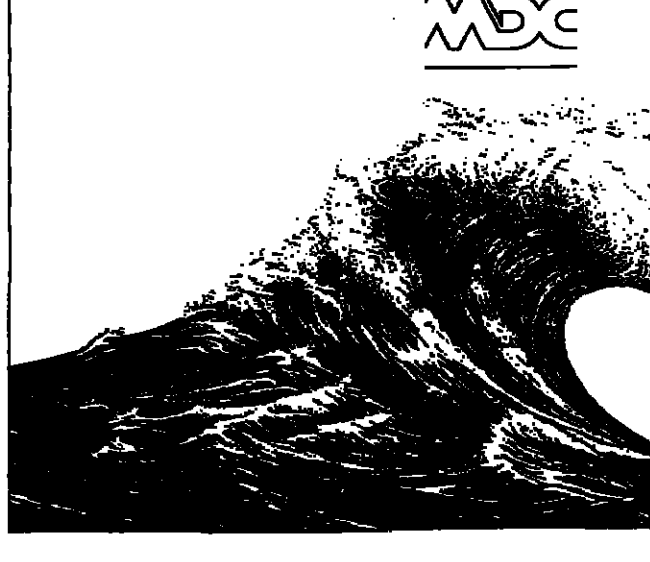
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## Industry and the Environment

Above: dark clouds over an eastern European power station - clean-up problems present a vast challenge. (Wednesday's survey).

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11/3/91 10:30



## THE GULF

Baker presents four-point programme to allies

# Arabs back plan for Mideast peace initiative

By Tony Walker in Cairo

MR James Baker, the US secretary of state, yesterday won broad support from American Arab allies for a new Middle East peace initiative - a post-Gulf war strategy meeting in Riyadh.

But differences emerged as to how the process should be advanced, with Syria urging that an international Middle East peace conference be convened as soon as possible - a step that is opposed by Israel.

Mr Baker, on the first leg of a regional tour that will also take him to Egypt, Israel, Syria and Turkey, presented a four-point US peace programme for a new security structure, economic assistance for regional "have-nots", arms control, and steps towards resolving the vexed Arab-Israeli dispute.

On his way to the Middle East, the US official spoke of a "twin track" approach to securing the peace following the Gulf war. This would include confidence-building gestures by the pro-western Arabs towards Israel and a concerted effort to deal with the Palestine question.

Mr Baker said after his 90-minute meeting with foreign ministers of the six Gulf Cooperation Council states, plus Egypt and Syria, that there was a "convergence of

views" on regional security matters. He also said there had been a "fair degree" of agreement on arms control, economic co-operation and the Arab-Israeli conflict.

Washington has always been reluctant to endorse a Middle East peace conference because of Israel's likely strong opposition, but it has not ruled out such a gathering at some stage provided it had some chance of advancing the process.

Mr Farouk al-Shara, Syria's foreign minister, told reporters there was a "consensus" among Arab representatives at yesterday's meeting for an international conference under UN auspices.

In his discussions on new post-war security arrangements, Mr Baker is understood to have welcomed a decision taken in Damascus last week by the eight members of the anti-Iraq coalition to form a regional peacekeeping force to deter conflict in the Gulf.

The US official was reported to have discussed ways in which Washington might help to underpin a new security structure by stationing forces in the region on a semi-permanent basis.

Prince Saud al-Faisal, the Saudi foreign minister, said Mr Baker's visit to the region so

soon after the end of the Gulf war was a "positive step". He said that with "boldness and vision" even the most intractable problems could be resolved.

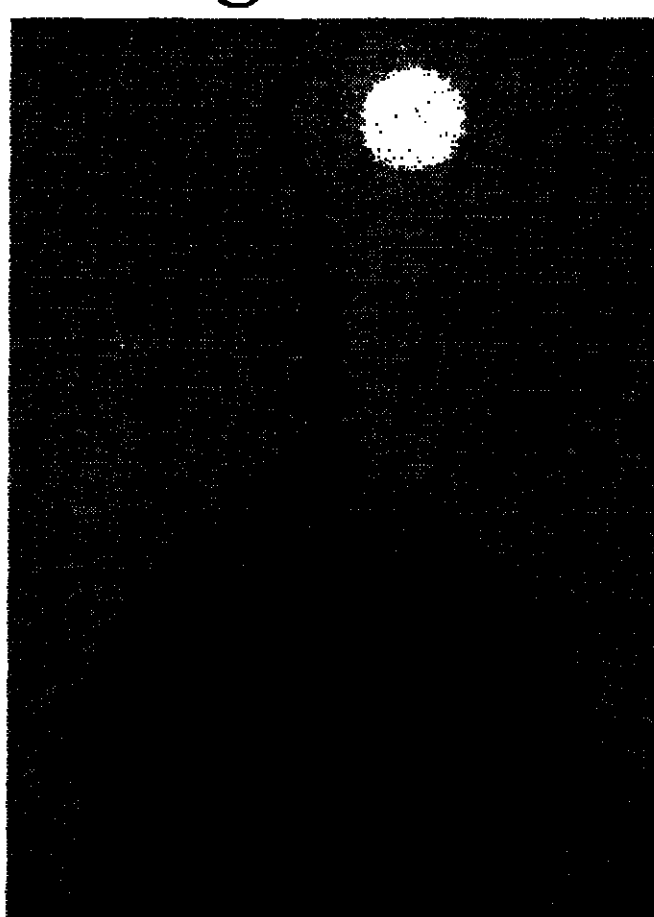
The Palestine Liberation Organisation, meanwhile, has reportedly authorised senior Palestinian in the Israeli-occupied territories to meet Mr Baker on his visit to Israel.

Mr Yasser Arafat, a member of the PLO's executive committee, said in Amman yesterday that the organisation had "given instructions" for the meeting to take place. While the PLO was not planning to issue an "official decision", he said, "any Palestinian who takes part in any political encounter with Baker will reflect the PLO's stand."

The PLO, he added, confirmed in Tunis, would add a significant and unexpected dimension to Mr Baker's mission to the Middle East. Among likely candidates for a meeting with the US official is Mr Faisal Husseini, the leading Palestinian nationalist in the territories.

Mr Baker met King Fahd in Riyadh on Friday. He travelled to Kuwait on Saturday, where he was received by Sheikh Saad al-Abdullah al-Sabah, the crown prince.

## Firefighters start work in oilfields this week



The morning sun shines through an oily cloud above a Kuwait City mosque

AMERICAN firefighting companies should begin work to extinguish more than 500 burning Kuwaiti oil wells on Friday, Mr Ahmad Murad, a manager of the Kuwait Oil Company, said yesterday. Victor Mallet writes from Kuwait City.

Kuwaiti officials say that transport aircraft, including US military C-5 Galaxies, will start bringing in some of the necessary equipment tomorrow.

Kuwait is giving a high priority to extinguishing the oil well fires started by the Iraqis, because it wants to begin producing small quantities of fuel for power stations and to lessen the disastrous environmental effects of so much burning crude oil.

The tentative plan is that this coming Friday we are going to embark on firefighting a number of wells," Mr Murad said.

Putting out all the fires could take more than a year, but Mr Murad said Kuwait should be able to produce 50,000 barrels a day from 30-40 undamaged wells in the Magwa area of the Greater Burgan field within the next two months. Some flow lines will be recruited to bring the oil to a gathering centre.

The oil will be used for power stations which can burn crude. Later, production will be increased to 100,000 b/d, to supply refineries which can

then make petrol for local consumption.

Kuwaiti refineries are only partially damaged. Mr Rashid al-Ameiri, oil minister, said at the Mina Abdullah refinery on Saturday that studies were being made to see if it was possible to cobble together some sort of refining process by using undamaged units in the country's three refineries. They are linked by pipelines.

"Since our oil wells are on fire the refineries are not a priority," he said. "The first priority is to take care of the wells."

At Mina Abdullah, a recently modernised 230,000 b/d refinery, both the pump station and the control room were destroyed by the Iraqis, paralysing the plant.

Asked about Kuwait's role in the Organisation of Petroleum Exporting Countries (Opec) now that Kuwait was not exporting oil, Mr al-Ameiri said Kuwait would ask its Gulf allies to produce on its behalf as a sort of long-term loan to be repaid out of future Kuwaiti oil revenues. He also said Kuwait would insist on reparations from Iraq.

"We will keep our [Opec] quota as it is and we will ask the other Gulf states to produce on our behalf so that we can at least keep the country going," he said.

Kuwaiti estimates of the oil being burned off in uncontrolled

well-head fires range from 4m to 6m barrels a day, more than double the pre-invasion output, and Mr al-Ameiri said the country was losing \$300,000 a minute.

As he spoke a swallow flattered hopelessly around the sabotaged control room, apparently unable to fly properly because of the oil droplets falling from the sky on to its wings. The plight of the bird, and the bitter cold, were further indications of the damage to the environment caused by Iraq's campaign of sabotage.

Yesterday Mr Sami Yacoub, a Kuwaiti environmental expert, said the average temperature in Kuwait was 10 degrees centigrade below normal because of the smoke covering the land. The sea, the air and the earth were being polluted.

"You are exposed to oil pollution by drinking water, eating fish and breathing air," he said. Mr Yacoub said he would recommend that people living around the oilfields in the south of the country wear face masks. Already there had been cases of eye, nose and throat irritation from the smoke, and in the long term the pollution could cause cancer.

Mr al-Ameiri said the world had never before seen even through burning oil wells in the same place at the same time, let alone 500. "I wouldn't call it a crisis," he said. "I would call it a catastrophe."

## Killings raise Israeli tension on eve of Baker's visit

By Hugh Carmegy in Jerusalem

A PALESTINIAN stabbed to death four Israeli women in a Jewish suburb of Jerusalem yesterday on the eve of a visit by Mr James Baker, the US secretary of state, to promote Arab-Israeli peace in the wake of the Gulf war.

The attack served as a grim symbol of the depth of the divide which Mr Baker is urging the two sides to bridge. Shortly after the stabbings, a crowd of incensed Israelis gathered at the scene shouting "Death to Arabs" and "Baker go home". Police were mobilised to prevent revenge attacks on Arabs in the city.

Police said the lone Palestinian, a male nurse from the occupied Gaza Strip who was shot and detained, stabbed the women at a bus stop. He later told interrogators: "This is a message for Baker." The attack was similar to earlier incidents around Israel in which 12 people have died and which began after 18 Palestinians were shot dead by Israeli police in Jerusalem last October.

It occurred as the cabinet of Mr Yitzhak Shamir, the prime minister, was meeting to discuss Mr Baker's visit, the first he has made to Israel since becoming secretary of state.

The Palestine Liberation Organisation has "lost credibility" after siding with Saddam Hussein in the Gulf war, President George Bush said at the weekend.

In an interview with Arab journalists, he did not absolutely rule out contacts between Washington and the PLO, saying he believed "there are some good people" in the PLO. "But their leadership betrayed their friends and got in with the wrong side, and it's going to take some time. So I'm not in any rush to do that [hold talks] at all."

There is some apprehension within the government, led by the hardline Likud party, that Mr Baker will present a tough face. Washington wants Israel to yield territories occupied in 1967 in exchange for peace, a formula repeated by President George Bush last week. But Mr Shamir, bolstered by widespread Israeli outrage at Palestinian support for Iraq during the Gulf crisis and incidents like yesterday's stabbings, has made clear he is not about to budge on his refusal to give up territory.

Instead, the cabinet yesterday endorsed the peace plan he put forward in May 1989, envisaging limited autonomy for Palestinians in the West Bank and Gaza. Ministers also said they reaffirmed the policy of not conceding the Golan Heights, captured from Syria in 1967 and an essential part of any settlement with Damascus.

Even the commitment to the May 1989 plan, which failed when Mr Shamir rejected attempts by Mr Baker to make it acceptable to the Palestinians, is opposed by several extreme right-wing ministers, notably Mr Ariel Sharon, the Likud housing minister.

Where Mr Shamir and Mr Baker will be closer in view is over the idea of separating out elements of a Middle East settlement on parallel tracks. This way disarmament issues and bilateral ties between Israel and Arab countries could be detached, at least to some degree, from the Israeli-Palestinian problem.

The Israeli 1989 plan specifically calls for progress towards bilateral settlements with hostile Arab countries to run alongside a process of autonomy in the West Bank and Gaza.

## Kuwaitis ponder how best to borrow

They may be more hard-pressed than they say, Stephen Fidler and David Owen write

KUWAIT'S expected move to borrow abroad to fund its reconstruction has sparked a debate among both Kuwaiti government officials and potential lenders about the best approach to raising money.

It has also posed questions about the rationale behind the emirate's initiative and the size of the foreign assets still in its hands. Before the Iraqi invasion, Kuwait had more than \$100bn (\$22bn) of foreign assets and investments, by some estimates - or at least \$60,000 for each member of its then 1.7m population.

Senior Kuwaiti officials said last week that the authorities were expected to agree to approach international banks for \$20bn and that J.P. Morgan, the New York bank, would probably take a leading role in arranging the finance. It was expected that period the funds would be needed.

Kuwaiti officials have indicated that the state had no pressing need to borrow but intended to do so partly as a gambit to avoid showing the full extent of its wealth.

The government has also indicated that it does not want any big liquidation of assets. This is both because of the likely effect of such sales on the markets and because it expects those assets to appreciate faster than the rate of interest, making it advantageous to borrow against them

rather than sell them. Other authoritative parties believe the Kuwaitis may be more hard-pressed than they are letting on. They say assets are over-estimated at \$100bn and available resources are much smaller. Kuwait Petroleum Corporation, for example, is valued at \$15bn and its assets outside Kuwait are often double-counted. Other big strategic and long-term holdings are over-estimated at \$100bn and will not be sold. Large sums have been pledged to overseas governments, such as the US, to finance the war effort.

The result, they say, is that Kuwait has significantly less than \$50bn in realisable assets. A few publicly disclosed assets are known to have been sold in recent months. The Kuwait Investment Office's 21.5 per cent holding in Dewey Warren, the mortgage company, was disposed of in September at a 10 per cent stake. Mount Charlotte Investments has also been offloaded. So has Ertol, a unit of Ercros, Spain's largest chemicals producer, whose main shareholder is controlled by the KIO.

Using the state's assets as security against which to borrow would lower the rate of interest charged compared with a traditional unsecured loan, and make banks more comfortable about lending larger sums to a politically uncertain borrower.

However, some Kuwaitis and others regard such an approach as misguided. They say it would be expensive, would tie up assets that would otherwise provide the country with a useful cushion, and would be to keep it from curing funds. It would also crowd out private-sector Kuwaiti borrowers (as well as non-Kuwaiti borrowers) from the international markets.

According to Kuwaiti officials and bankers, these are the other options:

- Borrow unsecured from banks - the traditional approach for sovereign borrowers. Saudi Arabia is raising \$3.5bn in this way. But the amount that could be raised is limited, as banks are wary of unsecured lending has shrunk with their capital constraints, and in the words of one financier Kuwait "would have to pay an outrageous risk premium."
- Borrow against future oil deliveries. The fact that Kuwait is not now producing significant quantities of oil would present no difficulties. Kuwait could raise traditional project finance for its oil business from banks. It is talking to banks about this and other project finance ideas. It could also arrange oil swaps with friendly governments.
- Get help from industrialised governments. This could be provided through export credits, which are already tied to contracts. There are suggestions that the Japanese

### LARGE DISCLOSED KUWAITI STAKES IN FOREIGN COMPANIES

Company	% shares held	Market value (£m)
BP	9.8	1,813
Midland Bank	10.2	157
Daimler-Benz	14	1,475
Hoechst	20	992
Metallgesellschaft	20	216

government may be willing to provide untied credits. International Monetary Fund loans are a theoretical possibility, although its short-term lending may not be ideal for long-term reconstruction. The idea of a new Middle East reconstruction bank, floated by US secretary of state James Baker, has not been enthusiastically received by other governments.

There are other ways in which friendly governments could help. There are precedents, for example, in US dollar bond issues for Israel carrying a 90 per cent US government guarantee. But the US and other governments have their own budget deficits to worry about and Kuwait is relatively wealthy.

Governments are to discuss the reconstruction at a meeting in Luxembourg today. However, little help will be forthcoming until the emir has returned to Kuwait and the political situation has crystallised.

The ruling al-Sabah family is

under pressure from both the west and the fractious domestic opposition to restore at least a modicum of democracy to the country.

More innovative financing options exist. Bonds could be issued, exchangeable into Kuwaiti shareholdings; a cash option would allow the holdings to be preserved.

But according to bankers who have talked to the Kuwaitis, their preference is for simplicity. Whether they will be able to keep it simple depends crucially on how much they need. The more money they need and the faster they need it, the more sources of finance they will have to tap.

Estimates of between twenty and several hundred billion dollars have been made for the reconstruction. But the Kuwaitis have current needs too - estimated in some quarters as \$12bn-\$15bn in the first year alone and it is likely to be some time before they receive oil revenues.

Negative pledges, Page 21

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guaranteed on a subordinated basis by,

and upon conversion exchangeable for

Ordinary Shares in,

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11th March, 1991.

## Tough Saudi stand in Opec

MINISTERS from the

Organisation of Petroleum Exporting Countries (Opec) got a taste yesterday of the uncompromising stand they can expect from Saudi Arabia when talks open today about production cuts to support petroleum prices in an over-supplied world market. Reuters reports from Geneva.

Faced with a national bill of about \$50bn (\$26bn) for the Gulf war, the Saudis seem set to dig in its heels.

"We are no longer interested in having 13 other Opec members decide on what volume Saudi Arabia should produce," the Middle East Economic Survey (MEES), a London-based newsletter, quoted a Saudi oil

official as saying.

Saudi Arabia would reject Opec pressure to cut output substantially to restore oil prices to \$21 a barrel, it said in its Monday edition.

The newsletter added that, according to formulas put forward at a meeting of six non-Gulf Opec oil producers in Vienna last week, Saudi Arabia would be asked to cut output by up to 15 per cent from its present level of about 8.3m barrels a day (b/d).

It quoted the unidentified Saudi source as saying such proposals were unacceptable. Saudi Arabia opened the taps to compensate for more than 4m b/d of lost Kuwaiti and Iraqi production shortly

after Iraq invaded Kuwait on August 2.

The Saudi official told MEES that Opec could not expect Saudi Arabia to go back to its pre-crisis quota of 5.38m b/d and a reference price of \$21 per barrel. "The circumstances prevailing before August 2 1990, are no longer valid," he was quoted as saying.

Today's meeting is Opec's first since the Gulf war ended before they are down back to Germany. The brigade's tanks and artillery, which will be shipped home, have been moving down to Jubail by truck for nearly a week.

It is intended that all of 7th Armoured Brigade, known as

Beirut sees biggest meeting of Iraqi opposition leaders

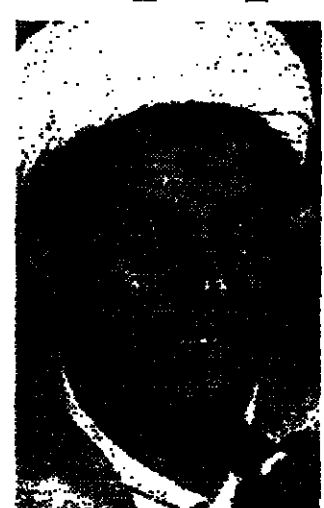
## Rebels to step up anti-Saddam fight

IRAQI opposition leaders said yesterday they intended to escalate the uprising against President Saddam Hussein and were laying plans for a coalition government to take his place. Reuters reports from Beirut.

More than 250 delegates from 30 opposition groups have gathered in Beirut for the largest ever anti-Saddam conference.

As they prepared for today's opening session, delegates were at pains to stress that although differing in aspirations, ideology and religion they are united by a common hatred of President Saddam. Rebels have been fighting his forces since US-led allied forces defeated the Iraqi army 10 days ago. Opposition groups say rebels hold 29 cities and hundreds of towns and villages from the Kurdish north to the Shia south.

In London, a spokesman for the Iraqi Kurdistan Front said Kurdish rebels had captured several towns around the oil centre of Kirkuk in northern



Rafsanjani: "Submit to the will of the people"

Iraq and were poised to take the city.

Conference spokesmen told Reuters that delegates would debate a programme of action drafted by the Iraqi National

Joint Action Committee (INJAC), a coalition of 17 groups which called the meeting.

"The plan includes measures to ensure establishment of a solid base to escalate the uprising and a political plan for the post-Saddam era in Iraq," said Mr Abu Mitham al-Saghr.

Another spokesman, Mr Abdol Karim Zinknebi, said the draft included proposals for a temporary coalition government to represent the various opposition factions once Mr Saddam is ousted.

"The plan says the proposed government will rule for a year after which free and general elections will be held and only the Iraqi people will design the new regime in Baghdad," he added.

Conference sources said the draft says local committees would be formed in "liberated" areas of Iraq "to support and fuel the uprising as well as to organise everyday matters."

The groups include Shia and Sunni Moslem fundamentalists, Kurds, communists,

## Desert Rats begin pullout from Kuwait

By Michael Field in Kuwait City

THE first British troops began pulling out of Kuwait yesterday, the Royal Scots Dragoon Guards, one of the regiments in the 7th Armoured Brigade, were flown by C-130 Hercules transports from a desert airstrip to the Saudi port of Jubail. There they will spend three or four days "dis-kitting" before they are down back to Germany. The brigade's tanks and artillery, which will be shipped home, have been moving down to Jubail by truck for nearly a week.

It is intended that all of 7th Armoured Brigade, known as

the Desert Rats, will be out of the Gulf by March 18, with each unit being moved over a six-day period.

In advancing 302km eastwards across Iraqi and Kuwaiti territory, the brigade lost three men killed and 15 wounded, as well as two Spartan command vehicles. None of its Challenger tanks was badly damaged, although one had three Iraqi shells bounce off it, and none of its Warrior armoured personnel carriers was lost. Commanders estimate they destroyed 90 Iraqi tanks and 60 other armoured vehicles.

The 7th Armoured Brigade is being brought home first because it was the first unit to be deployed in Saudi Arabia. The other big unit making up the British 1st Armoured Division, the 4th Armoured Brigade, is expected to follow in the second half of this month and the first few days of April.

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# 'Communist rulers' use of force robs them of any legitimacy

## Myth of Serbian unity broken

By Judy Dempsey in London and Laura Silber in Belgrade

ONE of the last bastions of communism in Eastern Europe is under threat. But unlike the peaceful revolutions which toppled communist regimes in 1989, Serbia's communists are determined to use force to remain at the helm.

This is the underlying message Mr Slobodan Milosevic, Serbia's communist president, delivered to Serbs at the weekend. Despite promises that he would never use force against his fellow Serbs, he has clearly demonstrated his determination to quash any opposition.

But it is only a question of time before the anti-communist opposition breaks his stranglehold over Serbia's economic, political and cultural life.

At first it was an exciting prospect for many Serbs to have a nationalist leader who would make them proud again. That pride was dented under the late President Tito, who was determined to contain Serbia's influence throughout the Yugoslav federation.

Tito achieved this by carving out of Serbia two autonomous provinces - Vojvodina in the north and Kosovo in the south. Serbs never forgave him for robbing them of Kosovo; in Serbian history the province is regarded as the cradle of Serbian culture.

By exploiting this sense of loss Mr Milosevic won enormous support, which enabled him to be catapulted on to the political scene in 1987. One of his first acts was to purge the Serbian media of any dissenting voices; journalists were sacked to be replaced by Mr Milosevic's supporters.

He then broadened his support by promising Serbs that he would do away with corruption and re-integrate into Serbia the provinces of Kosovo

and Vojvodina. He achieved the latter by organising in 1988 mass nationalist demonstrations throughout Serbia.

The weak federal government and the republics stood by. They believed that once the two provinces had been integrated - regardless of the bloodshed in Kosovo - Mr Milosevic would be content. They miscalculated.

As the communist regimes throughout the republics ceded power to democratically

elected governments last year, Mr Milosevic feared that Serbia's communists (renamed the Socialist party) might be voted out of office. Again he used the nationalist card. By attempting to impose an economic blockade against the tiny republic of Slovenia, by fomenting unrest among the Serb minority in Croatia with the aim of gaining more territory for Serbia, and by discrediting the weak opposition in the tightly-controlled media, he ensured success for the communists. But it was a pyrrhic victory.

As Mr Milosevic encouraged ethnic unrest in the neighbouring republics, his failure to introduce economic reforms and improve the living standards of Serbs became increasingly evident.

Some workers have not been paid for three months. There was sharp criticism from the other republics when Mr Milosevic illegally printed money to subsidise the republic's loss-making industry.

Moreover, the Serbian media, firmly under the control of the communists, poured out a relentless diet of propaganda against Croatia, Slovenia and the Serbian anti-communist opposition. A combination of these factors forced



Serbs clash with police in Belgrade at the weekend after demonstrators were dispersed by teargas and water cannon

tens of thousands of people on to the streets of Belgrade at the weekend. The myth of Serbian unity was broken.

The question is what happens now.

By using force against his fellow Serbs, Mr Milosevic and his communists have lost all legitimacy. By banning all independent comment on the radio and television, Mr Milosevic has shown he does not believe in the democratic process. By propping up the Ser-

bian economy with printed money, the communists have disowned the workers. But what saddens many liberal-minded Serbs is that Mr Milosevic has set Serbs against Serbs. The effect may be cathartic. It could force the collective presidency, which is made up of the eight presidents of the republics and provinces, into finally deciding on the kind of political and economic structures they want to create for Yugoslavia.

The presidency is deeply divided on this issue. Croatia, Slovenia, Bosnia-Herzegovina and Macedonia want a confederation which envisages the devolution of wide powers to the republics. Serbia and Montenegro want a federal structure.

Mr Milosevic might have been able to persuade Serbs that his model was possible. But because he deprived the opposition parties of a say in the republic's political agenda he has now lost support for his federation. He has few options left to keep the communists in power. In the short term he can rely on the armed forces. But this is counter-productive and will be criticised by the west. In the meantime the opposition have found its voice. And if Mr Milosevic refuses to allow this to be heard in the media and the political agenda he risks plunging Serbia - and Yugoslavia - into civil war.



## Albania declares military zone to stop refugees

By Judy Dempsey in London and John Wyles in Rome

ALBANIA'S ruling communists have declared the port of Durres a military zone after 15,000 people seized ships last week and crossed into Italy.

The move was announced after the Italian government said it would send back thousands of Albanians who have sought refuge in Italy over the past 10 days. Mr Giulio Andreotti, the Italian premier, said the Albanians were economic, and not political, refugees.

The government plans to disperse the refugees in military camps around the country over the next few days, before screening them to determine who qualifies for political asylum.

Mr Andreotti proposed that Italian families should "adopt" refugees and take them into their homes.

He offered to be the first to do so.

"On the one hand there is a human situation which cannot be ignored when we are faced with these poor people," he said yesterday on Italian radio. "But if we set a precedent that anyone can come here, erroneously thinking they can find a house and job, we would be faced with a massive influx not only from Albania but also from other countries, which unfortunately we cannot afford."

Members of Albania's independent opposition said two people had been killed and several injured after police and army moved into Durres at the weekend.

Despite the appalling conditions for the refugees in the Italian port of Brindisi, a member of Albania's opposition said yesterday he believed people would still try to cross the Straits of Otranto to Italy. But

relief workers in Brindisi say some Albanians want to return because of the squalor.

Mr Gramoz Pashko, a leader of the Democratic party, said about 2,000 would-be emigrants were still on board two boats in a lagoon in northern Albania.

For more than a week the Albanian authorities did little to prevent people from leaving the country. An Albanian journalist said Mr Ramiz Alia, head of the ruling Albanian (communist) Party of Labour (APL), might have expected the Italian government to welcome the refugees.

But Albania's passive attitude could also signal the APL's wish to see thousands of anti-communists leave the country before the country's first free elections, scheduled for March 31.

Yesterday the Italian government started moving to other parts of the country more than 1,000 of the 15,000 Albanian refugees who had been packed into Brindisi.

This followed criticism from the public and from Pope John Paul II of the Italian government's slow response to the influx of refugees.

Italians have been shocked by television pictures of thousands of refugees, many of them young women and couples, with infants who have spent several nights sleeping under plastic blankets on the docks.

Meanwhile, the UN High Commission for Refugees has appealed to Italy to let the Albanians stay as a prelude to dispersing them around the world.

The European Commission yesterday agreed to give Albania Ecu1m (£700,000) in emergency aid.

## Polish MPs reject Walesa request for early elections

By Christopher Bobinski in Warsaw

POLAND'S parliament voted at the weekend to hold elections in the autumn, despite a request from President Lech Walesa for them to be held by May 26.

Poland is the only country in the post-communist bloc not to have held free parliamentary elections. The present deputies were chosen in June 1989 under a contract between the then government and Solidarity opposition, leaving a majority in communist hands.

Continuing controversy over the electoral law, which has yet to be accepted, means a spring election was not practical, despite the president's insistence. There is no prospect of a summer poll as Pope John Paul II is due in Poland in June and the holiday season falls in July and August.

President Walesa contributed to the delay when he asked parliament last week to accept his version of an electoral law which differs substantially from the compromise worked out inside the chamber.

The differences between the two versions centre on the mix between a proportional representation system and a first-past-the-post system. President Walesa favours a law which would increase prospects for the larger organised groups, like Solidarity.

Parliament, in contrast, wants greater proportionality aimed at boosting the electoral prospects of the smaller new parties, as well as the Social Democracy of the Republic of Poland party (SDRP), the post-communist party.

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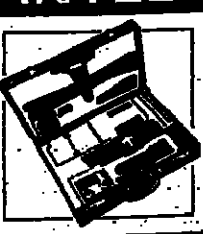
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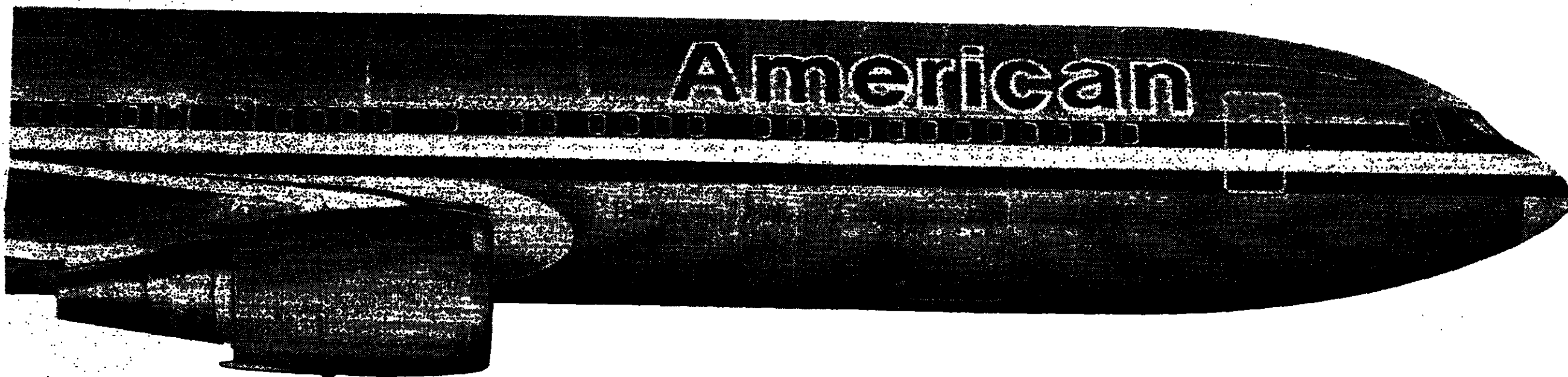






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## UK NEWS

## INTERNATIONAL LEISURE GROUP

## Administrator expects proposals on sale of Air Europe

A RACE against the clock has begun to try to get Air Europe flying again. This week a number of investors, including some existing shareholders of the airline's parent company, International Leisure Group, and a number of merchant banks are expected to submit proposals to the ILG administrators to acquire all or part of the airline.

Mr Tim Hayward of KPMG Peat Marwick McLintock, one of the joint administrators, indicated yesterday that he was more optimistic about securing the future of the airline business than ILG's extensive holiday tour operators.

We are already talking to a number of potential purchasers, he confirmed, adding that Air Europe had valuable assets including scheduled air routes.

He also acknowledged that the administrators were "under extreme time pressure" to effect a sale as the value of the business was "diminishing daily".

The chances of salvaging the airline as an entity will now largely depend on the speed with which a credible rescue package can be put together. The alternative, as one airline industry executive said, is to see "bits and pieces of the Goodman airline empire picked up by the scavenging vultures and absorbed in their own operations".

The odds of a rescue of the airline succeeding were put at around 30 per cent to 40 per cent at best, although the more pessimistic industry analysts indicated that historically very few airlines in the same situation as Air Europe had managed to recover in the UK. This had been the case with British Eagle in the 1960s, Court Line in the 1970s, Laker in the 1980s and a number of small carriers in the past few years including British Island Airways, Ndvair and Paramount.

The most immediate problem for any rescue of Air Europe is to negotiate a deal with the various banking syndicates which have impounded most of the airline's 37-strong aircraft fleet. There is no way the airline can operate again without regaining its aircraft, of which as many as 34 were on lease.

The banking syndicates are likely to be anxious to see the aircraft they have repossessed flying again as soon as possible. The commercial aircraft market has come under pressure because of the slump in air

travel, the recession and the financial difficulties of airlines. With increasing available aircraft capacity in the market, prices for second-hand aircraft have been dropping. But before releasing the aircraft, the syndicates would want not only to be guaranteed that any buyer would be fit to honour its leasing commitments but would also seek to recoup some of the money owed to them by Air Europe.

The other assets in the Air Europe portfolio are the route licences, take-off and landing rights at Gatwick and Manchester, as well as the airport terminal facilities such as lounges and check-in counters leased from the airport operators.

But air routes and landing slots are not tangible assets. Route licences are granted by the Civil Aviation

Authority and they revert to the CAA if an airline is no longer fit to operate them. Any airline can then apply for those routes. Indeed, Dan-Air, the Gatwick-based rival of Air Europe, has applied for 10 of its competitors' routes.

Other airlines are expected to seek Air Europe routes as well as landing slots, distributed by airport scheduling committees, if no suitable buyer for the airline emerges in the next few days.

The CAA will come under increasing pressure from airlines and travellers to re-allocate route licences to ensure continuity of air services on a number of Air Europe destinations. After the events of the past few days and the growing criticisms of its handling of the Air Europe crisis, the CAA is likely to adopt a

more rigorous approach to the re-allocation of Air Europe licences. Another difficulty is that Air Europe is now unlikely to be able to recover a substantial proportion of its airline traffic derived from package tours. Much of this traffic, which has accounted for about two thirds of Air Europe passengers, is likely to go to other tour operators as will much of the forward scheduled service bookings.

But perhaps the biggest pressure of all is psychological. A crisis of confidence has shaken Air Europe. The longer it takes to mount a rescue attempt, the greater the damage on the credibility of Air Europe and the prospects of it rising successfully out of the ashes.

Paul Betts

## Minister seeks to update DTI role

By Ralph Atkins

TRADE and industry ministers are to intensify efforts to clarify the department's role after a weekend "brainstorming" session focused on rethinking the way it helps industry and promotes innovation.

Mr Peter Lilley, trade and industry secretary, is anxious to update the DTI's presentation. He is expected to set out ideas on the department's role in a speech after Easter which will be followed by others on specific aspects of the DTI's responsibilities.

At the meeting of the DTI's five ministers and senior officials discussed papers on innovation, the delivery of department services, and regional and competition policy. Conclusions are expected to emerge in the coming weeks.

The strategy meeting was given a deliberately low profile by the department. It was held at the home of Lord Heslop, industry minister, in Easton Neston, Northants. Participants described the weekend as "very successful" and likely to be repeated.

Mr Lilley is regarded as among the strongest supporters of free-market policies among ministers, and is keen to avoid any policy that smacks of interventionism. Yet he wants to focus the DTI more on the promotion of innovation, particularly in smaller companies where he believes market forces have failed. He wants Britain to set up more science parks, for example.

"What we've got to do is to bring industry and that science base together to get the commercial spin-off," Mr Lilley says in an interview with the Financial Times today.

Among ideas thought to have been discussed over the weekend was the possibility of setting up "one-stop shops" to allow businesses to take advice from a network of local DTI offices.

Mr Lilley is not expected to signal any substantial change in competition policy, except to reiterate his view that companies owned by governments should be subject to particular scrutiny during takeovers. Monday Interview, Page 30

## Agents suggest protection fund for passengers

A PROTECTION fund for passengers on scheduled airline flights is being put forward by UK travel agents.

The proposal for a levy of £1 a flight on passengers - which would give scheduled air passengers the same sort of money-back guarantee held by charter airline holiday passengers - is part of the mounting pressure that Mr Malcolm Rifkind, transport secretary, and the Civil Aviation Authority will face this week after the collapse of the International Leisure Group last Friday.

Under current consumer protection measures, all holiday-makers who booked an ILG holiday will get their money back or be able to book an alternative holiday.

Business and leisure travel passengers on scheduled Air Europe services will not get a refund, unless they booked with a credit card (covered by the Consumer Credit Act).

The lack of protection for passengers on scheduled flights has long been recognised as a loophole in travel protection schemes.

"The major international airlines have a strong cartel which protects their prices and routes but they show little inclination to shoulder their responsibilities as well," Mr Nigel Robinson, managing director of Pickfords Business Travel, said yesterday.

Mr Robinson is chairman of the aviation committee of the Guild of Business Travel

Agents. Together with the Association of British Travel Agents, the guild is putting the £1 levy proposal to the government and CAA.

With 20m scheduled air passengers a year, the fund would establish a £20m reserve to recompense ticket-holders who are left holding tickets with failed airlines.

Opposition to such consumer protection schemes comes mainly from the state-owned European airlines which argue that, because they are not in danger of going out of business, there is no need to support such a fund.

The political consequences of the ILG collapse may force the government to support the levy plan, or come up with alternative ideas to protect scheduled passengers - after Clarksons collapsed in 1974 the government was forced to introduce stronger bonding protection for charter passengers.

All companies which sell air travel abroad must have an Air Travel Organisers' Licence, which is granted by the Civil Aviation Authority to those it deems financially safe.

The CAA also insists that any charter company that wants to sell overseas holidays which include charter flights must have a bond either with ABTA or the Tour Operators Study Group (TOSG). The group represents 19 of the largest tour operators, and they sell 90 per cent of package hol-



Sunday trading: many travel agents, such as Pickfords in Chiswick, opened yesterday to help concerned customers sort out their holidays

days. ILG lodged a bond with the TOSG for £22.3m, about 10 per cent of its expected travel liabilities this year. In practice, no money changed hands. ILG negotiated the bond with a

syndicate of banks, led by Lloyds Bank. Lloyds said yesterday its liability under the bond was for £10m.

Such bonds are rarely called in, but late on Friday night the TOSG decided it had to call in

the bond after the CAA gave notice that it was suspending ILG's charter licences from next Wednesday.

This gave TOSG administrators, working out of the Owners' Abroad offices in Gatwick,

the authority to authorise payments to bring stranded holidaymakers home.

The timing of the ILG collapse means that relatively few holidaymakers - about 25,000 - were abroad and needed to

be brought home. Most of the bond will be used to cover the deposits on the 400,000 holidays already booked by ILG customers for this summer.

David Churchill

## FT SATELLITE MONITOR

## More homes install BSkyB dishes

By Raymond Snoddy

THE UK satellite television market showed signs of recovery last month with a 41,000 increase in the number of homes receiving British Sky Broadcasting channels direct from space.

The February increase means that a total of 1,338m homes - 6 per cent of the UK total - now have satellite dishes, according to the latest FT Satellite Monitor. The 41,000 rise compares with what appeared to be a serious slowdown in January, when the Monitor - compiled for the FT by Continental Research - found only a 17,000 increase.

These figures mean that in the past year the number of homes with satellite dishes has doubled in spite of the recession and the uncertainty created by the merger of British Satellite Broadcasting and Mr Rupert Murdoch's Sky Television to form BSkyB.

The overall market potential for satellite television - those who have already installed it and those who say they want to - has increased from 3.33m homes last February to 3.75m now.

As well as the increase in actual installations last month, there was a marked increase in

enthusiasm for satellite television with 2.4m saying they will definitely or probably install a dish. In January, the figure was only 1.8m.

London and Scotland are emerging as strong markets for satellite broadcasting and the most enthusiastic purchasers remain skilled workers with young families.

Mr John Clemens, chairman of Continental Research, noted yesterday that the February upturn came before BSkyB began substantial promotion.

The FT Monitor is based on interviews with a weighted sample of over 4,000 people.

## Clarke sees most schools opting out

By Ralph Atkins

MORE than half of England's schools will have opted out of local authority control by the end of the next parliament, Mr Kenneth Clarke, education secretary, predicted yesterday.

Mr Clarke said on BBC Television's Scrutiny that he would go on seeking ways to speed up the transfer of schools to grant-maintained status.

He acknowledged that opting out had started cautiously, amid "a lot of the rather hysterical campaigning", but said the process was "speeding up of its own volition".

Reaching his target - assuming the next parliament runs until the mid-1990s - would require considerable acceleration. Only 50 schools have taken grant-maintained status in England so far, with a further 12 schemes approved out of more than 23,000 primary and secondary schools.

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## Output of footwear down 5%

By Alice Rawsthorn

NEARLY 2,500 jobs were lost in the footwear industry last year as the industry struggled against a deepening recession, according to the British Footwear Manufacturers Federation.

The latest BFMF statistics show that the level of employment in the industry fell by 5 per cent to 44,500 by the end of 1990. Meanwhile, the industry's output fell by 5 per cent in volume terms to 121m pairs of shoes worth £1.1bn.

The footwear industry, which is concentrated in the traditional shoe-making towns of the east Midlands and the north-west, has been struggling for nearly three years and was one of the first in the manufacturing sector to slide into recession.

The industry's problems are rooted in the pressures of the strong pound, which has accelerated the influx of imported footwear from Asian countries where currencies are linked to the US dollar, and the impact of high interest rates.

Imports of footwear have posed a serious threat to the stability of the UK industry for the past three years. Imports rose by 18 per cent to 209m pairs worth £1.1bn in 1990. This means the level of penetration rose to nearly 70 per cent during the year.

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Handwritten signature or stamp, possibly reading "Mexico 1990".



**Clarke** was most candidly accepting.

Ralph Aiz



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## UK NEWS

## Exporters support Dutch bidder for ECGD unit

By Peter Montagnon, World Trade Editor

UK EXPORTERS are backing NCM, the Dutch credit insurance company, as the preferred foreign buyer of the Export Credits Guarantee Department's short-term commercial risk insurance division.

NCM, a private company owned mainly by Dutch banks and insurance companies, is keen to expand out of its relatively small home market. The British Exporters' Association and the Institute of Export confirmed their support for NCM at a meeting in London last week attended by Mr Harry Groen, NCM president, and executives of five banks.

Their endorsement should boost NCM's chances against the two other foreign contenders, Assicurazioni Generali of

Italy and Cofac of Belgium, and against Trade Indemnity, the insurance company which is the leading British contender. Nevertheless, Mr Campbell Dumford, association chairman, said exporters would still prefer the eventual buyer to be British.

Last week Trade Indemnity declared a £28m loss and acknowledged that it had underestimated the rate at which companies would go bankrupt in the recession.

The ECGD's short-term insurance division, which is due to be privatised this summer, faced a rise of 31 per cent in net claims during the six months to September 30 last year.

Figures issued to ECGD staff

and MPs show that claims paid on business affected by the forthcoming privatisation rose to £15.5m in the six months compared with £11.8m in the corresponding period of 1989. Some of the division's business — outstanding insurance on Nigeria, for example — is being kept within the government.

A commentary accompanying the figures said other credit insurers faced a rise in private-buyer claims and that the rise was expected to continue increasing into the second half of this year.

The figures, compiled by Coopers & Lybrand Deloitte, the accountancy firm, are an edited version of information sent to the six shortlisted bidders for the ECGD division.

## Little scope for Lamont to help the poor

Groups lobbying for the low-paid may be disappointed, says Rachel Johnson

LAST YEAR'S Budget was billed as a Budget for savers. Will this month's Treasury production be trumpeted as a Budget for the poor?

In his first 100 days as prime minister, Mr John Major, the architect of last year's Budget, has proved himself to be as socially "wet" as he is economically "dry". He has played the part of the caring Conservative while sticking to monetary policies that are almost as tough as those he championed as chancellor.

If this was to be Mr Major's second Budget, the City would probably be expecting him to deploy taxation and benefit systems that would foster his vision of an opportunity society "at ease with itself".

That might be the instinct of a former minister of state for social security, and a politician who, as chancellor, once said there were millions of people paying tax who ought not to pay tax.

But this is not Mr Major's second Budget; it is Mr Norman Lamont's first, and the City has very little idea about what makes the new chancellor's Shetland brain tick behind his luxuriant eyebrows.

Mr Lamont is known primarily for conducting a stingy public-spend round in his previous incarnation as chief secretary to the Treasury. As chancellor he has not shown any fondness for expansive gestures, cutting base rates by just a half a percentage point on two occasions.

So, although the Tories would like to make their mark as "caring", this government is unlikely to launch a budget targeted at a group specifically labelled "the poor". The Tories have long argued that low-income groups benefited from the enterprise culture of the Thatcher decade — that high growth lifted the income of the poor via the "trickle-down effect". Mr Lamont is thus more likely to portray this Budget as a package of "incentives for the low-paid".

It is now widely accepted that the burden of taxation has risen by 13 per cent since 1979. Many commentators have also challenged the government's claims that the poor have benefited from the general economic growth of the 1980s.



Deprived area: claims that the poor have benefited from economic growth in the 1980s are under increasing challenge.

## CBI will form team to monitor overdue bills

By Charles Batchelor

THE CONFEDERATION of British Industry plans to form a working party on late payment of bills following publication of a study showing that late payment threatened the survival of 20 per cent of small firms.

Pressure has been growing for a change in the law to strengthen the hand of small businesses by, for example, allowing them the right to charge interest on overdue payments. Nevertheless, the CBI favours a voluntary solution.

Mr Tom O'Connor, chairman of the Smaller Firms Council of the CBI, said the council wanted help from banks, accountants and large companies to see how payment of bills could be speeded up.

Mr O'Connor said a significant minority of CBI members felt that legislation was the only remaining option. "It has to be recognised that legislative pressures, including those from Brussels, are growing," Mr O'Connor explained. "This strengthens the need fully to explore voluntary solutions to the problem."

The council had not

supported attempts to introduce legislation, but members had been surprised by the results of the survey published in January.

Another task for the council this year is to review the effect of the tax system on small firms to ensure that capital and corporation taxes do not place them at a competitive disadvantage as the single European market opens up.

It also plans to work with Training and Enterprise Councils (Tecs) to develop training programmes for the owner-managers of small businesses.

It will also review the burden of statutory audits on small firms and study alternative ways of providing financial information.

The council also intends to monitor UK and EC legislation to ensure that it does not impose unacceptable burdens on small firms.

The council said that in spite of small businesses' difficulties, "there is still underlying evidence of their resilience and their ability to exploit niche markets and adapt quickly to market conditions."

## BBC is given right-wing endorsement

By Raymond Snoddy

TWO STUDIES published today by think-tanks with right of centre views give a remarkable degree of support to the idea that the BBC should survive largely in its present form, still funded by licence fees.

The reports, published by the Centre for Policy Studies and the Tory Reform Group, are in marked contrast to recent attacks on the BBC by some Conservative MPs.

The TRG paper, written by Mr Stephen Milligan, criticises the BBC for occasional sloppy reporting, but says it is not biased against the Tories. The paper says the BBC should not be privatised when its Royal Charter comes up for renewal in 1996, and that the licence fee should not be replaced by advertising.

Mr Damian Green of the CPS says Radio 1 and Radio 2 should be privatised, and that BBC local radio should be abolished.

What Shall We Do About The BBC? Tory Reform Group, Sheraton House, Castle Park, Cambridge CB3 0AX. £2. A Better BBC. CPS, 8 Wilfred St, London SW1E 6PL. £5.95.



What options, then, does this mid-recession, pre-election Budget present for helping those on low incomes? Although the City and business want a Budget that would boost savings and investment, a telling proportion of pre-Budget submissions have demanded that the government act to narrow the divide between rich and poor.

The Child Poverty Action Group argues for more "redistributive" government policies

which do not rely as heavily on means-tested relief from "unfair" financial burdens as previous policies have. Its suggestions include the expansion of free or low-cost childcare provision.

The TUC's submission also focuses on the poor, calling for a "fairness Budget" in which child benefit is increased to keep pace with inflation.

Whatever incentives are offered, they are unlikely to alter the tax base much, if at all. The fiscal framework precludes a giveaway Budget. The Gulf war was much cheaper than expected, but the recession has turned out to be much more costly. The large public-sector surpluses of the late 1980s have evaporated in the recession climate of rising public spending and falling tax revenues.

The fiscal position also rules out a confiscatory Budget. Tax

raises or new levies would delay the onset of recovery at a delicate stage in the political cycle.

Still, according to Mr Steven Webb, a research officer of the Institute for Fiscal Studies, "chancellors like nothing more than being able to declare in their Budget speeches that they have taken so many thousand people out of the tax system altogether".

Mr Gavin Davies, an economist at Goldman Sachs, agrees. "Cutting taxes of the lowest-income earners would fit in with the prevailing political climate," he says.

Indeed, some economists expect personal tax allowances to be increased by more than the rate of inflation, which would take low earners out of the tax system. That would help the poor more quickly than introducing a reduced-rate income tax band.

"A reduced rate band might

look politically attractive, but only those whose incomes take them to the top or above the reduced rate band will benefit," said Mr Davies.

A 20 per cent reduced-rate band, of the type last seen under Labour in 1979, could be put into effect for the first £1,000 of taxable income, at a first-year cost to the government of about £1.25bn.

The consensus is that the government could do the most for the poorest taxpayers by raising allowances.

A more difficult issue for a caring administration are the "near-poor" who have suffered most from poll tax and high interest rates and mortgage payments.

Tackling these issues would be expensive and require a radical restructuring of the tax base. Incentives for the poor are likely to be introduced more at the margin.

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## UK NEWS

## Motor industry hit by possible closure of key supplier

By John Griffiths

A NUMBER of major businesses are considering a receiver's invitation to buy a company which, if it were to close, would affect key parts of the UK motor industry.

The fate of Motor Panels, a vehicle design, engineering and components manufacturing concern based in central England is a matter of acute concern for Rover Group, Leyland DAF, Lotus, and a number of other companies.

The significance of Motor Panels to the UK vehicle industry lies in the highly complex component groups of which it is the sole supplier and in the key development and engineering roles it is understood to be playing in a number of the industry's future projects.

Its most important functions include supplying:

- the main body structure of the Land Rover Discovery, one of Rover Group's most successful new vehicles. (Motor Panels was also entrusted with much of the Discovery's design and development programme, completed in an industry record time of two years);
- cabs for Leyland DAF's Roadrunner medium and Roadtrain heavy truck ranges, the heavy truck cabs used by Seddon Atkinson, the UK subsidiary of Knas of Spain;
- cabs used by Iveco Ford, the Anglo-Italian truck maker.

It also provides the complete steel structure of the Elan, Lotus's first relatively high volume sports car for many years.

Following heavy investment in computer-aided design and manufacturing systems Motor Panels is further known to be involved with several important new vehicle projects.

Another member company of Motor Panels - though not part of the receivership - is Motor Panels Inc, based in Ohio and North Carolina, which supplies cabs for Mack, Freightliner, Western Star and Autocar trucks.

Mr Philip Baldwin of Price Waterhouse, the leading international accountancy firm, took on the receivership following the collapse just over a week ago of CH Industrials, Motor Panels' parent company. He said at the weekend that a

price had yet to be assessed for Motor Panels.

The company's 657 employees at Coventry, central England and 150 at Wigan, in the north-west, continued to work normally last week.

Mr Baldwin said he expected to have little trouble finding a buyer for the company as a going concern.

Motor Panels has been consistently profitable, earning £2.8m pre-tax on a £28m turnover in its most recent financial year.

It provides a textbook example of how self-contained and successfully managed businesses can become casualties when the strategic plans of the larger groups who buy and sell them go awry.

The receivers were called in by CH by its bankers after rising debt pushed group gearing to more than 100 per cent.

Motor Panels became part of the CH receivership because it was bound by banking cross-guarantees organised for the CH group last September.

"There is no problem with Motor Panels itself, in fact it's a pleasure to come into a company which in all other respects is in its ascendancy," said Mr Baldwin.

One possibility, which Mr Baldwin is not discouraging, is a management buy-out, which would almost certainly be led by Mr Merrick Taylor, Motor Panels managing director for many years.

While he would not identify anyone involved, Mr Baldwin said: "there has already been a lot of interest shown by various parties through intermediaries."

However, Motor Panels' success in developing such close ties with the major vehicle producers narrows the list of acceptable potential buyers.

"Whoever buys it has got to be acceptable to the major customers, and be prepared to continue to develop the company," said Mr Baldwin.

Indeed, the confidentiality clauses in agreements between Motor Panels and Rover Group and other customers mean that, with the exception of a management buy-out, whoever takes on Motor Panels will be partially "buying blind".

## Prime minister under pressure to unite Conservatives

## Tory party in disarray over poll tax

By Ralph Atkins, Ivo Dawney and Ian Hamilton Fazey

DISARRAY within the ruling Conservative party over alternatives to the poll tax, the controversial new local tax to pay for public services, has become increasingly apparent.

It has intensified the pressure on Mr John Major, the prime minister, to reach a decision around which the party can unite.

Meanwhile in Liverpool, north-west England, the moderate Labour leadership yesterday formed an unprecedented alliance with the Liberal Democrats to pass a budget which will include 386 compulsory redundancies.

With Mr Major under attack from Labour for "dithering" he will this week try to narrow the options available.

Heated ministerial arguments on an alternative local government tax spilled into public rows between Conservative MPs at the weekend. Anxiety was deepened by the loss of the Ribble Valley by-election on Thursday.

Many on the right-wing of the party urged the retention of the tax despite hints from ministers that its complete dismantling was being prepared.

One insider at the Department of Environment said Mr Michael Heseltine, environment secretary, had envisaged "a very substantial change" even before Ribble Valley.

Mr Heseltine is also thought to be considering a bid for as much as £5bn extra from the Treasury next year to ameliorate the tax's impact.



Liverpool Town Hall where an unprecedented alliance will result in a large number of job cuts

The cabinet committee chaired by Mr Major which has responsibility for reviewing local government finance is expected to meet on Wednesday or Thursday.

In Liverpool, the City Council's £418m budget sets a community charge of nearly £474 per person. That is the limit above which Liverpool would have been capped by the gov-

ernment. If the councillors had failed to pass a budget they would have been disqualified from office. They would also have been surcharged at a rate of about £40,000 a day.

## Institutions pay extra 20% for power shares

By Kenneth Gooding

INSTITUTIONAL investors have bid an average of 121p each for partly-paid shares in National Power and PowerGen, the electricity generators of England and Wales, compared with the 100p other investors will pay.

This indicates that the electricity companies' shares are likely to trade at a healthy premium when dealings start tomorrow afternoon.

Formal details of the allocation of the generators' shares will be given today. They will show that the UK public will take 49.4 per cent of the shares

and UK institutions 27.8 per cent. Meanwhile 10.1 per cent of the shares will go to continental Europe, 6.2 per cent to Japan, 4.8 per cent to the US and 1.7 per cent to Canada.

The institutions were invited to bid for a 16 per cent tranche of shares in National Power and PowerGen in a special tender. The proceeds of the tender will provide an extra £42m for the government.

The lowest price bid by institutions was 118p a share while a very small minority bid more than 130p. The bidding was aggressive, particularly by

European institutions.

Mr John Wakeham, the UK energy secretary, said the tendering process was "an outstanding success." The £3.16bn partial sale of the generators was more than five times oversubscribed and clawback arrangements - whereby shares were taken away from overseas buyers and UK institutions to be sold instead to individuals - were triggered.

All applicants who registered in advance for a prospectus and who applied for 10,000 shares or fewer will receive a scaled-down allocation.

The allocation system worked out by the government and its advisers, Kleinwort Benson, means that the 500,000 people who registered and applied for the minimum of 300 shares will receive all they applied for.

In contrast, those who applied for more than 10,000 shares - only 0.1 per cent of the total 1.91m applicants - get no shares. The allocation system ensures that no registered applicant for up to 10,000 shares in the generators receives less than 10 per cent of the application.

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## MANAGEMENT

## David Owen explains the financial disciplines of BTR, the UK conglomerate

# A tight rein with acceptable costs

Many a finance director must currently be running a rule over internal financial controls to check that they are up to scratch. In the current climate, the consequences of failure to detect incipient operational problems can be extremely serious. But tightening up without incurring unacceptable costs or triggering counter-productive head office meddling can be difficult.

Nonplussed managers could do worse than adopt some of the procedures used by BTR, the UK industrial conglomerate which oversees its 500 profit centres with a head office staff of 47.

Indeed, so unprepossessing is the headquarters in Pimlico, London, of the £7bn turnover company with products ranging from BAE baggage-handling equipment to Pretty Polly hosiery, that it might be mistaken for a public library that has fallen on hard times.

With so few resources at the centre and an exceptionally shallow (so-called "inverted saucer") organisational structure, BTR has little choice but to adopt a disciplined attitude to financial control. This holds as true in good times as in bad. "Everyone in our culture has it drummed into them that we can always do better," says Christopher Bull, finance director. "We are very hard taskmasters."

The basic apparatus of the group's "navigation" system is provided by the general managers of all BTR profit centres: the annual profit plan and the monthly management report. The hallmark of both is their attention to detail; a full monthly report runs to 17 pages of densely-packed data. According to Bull, these documents provide "the raw material for most of the management interaction between different levels of the organisation".

Profit plans for the year ahead are hammered out with regional or central management in October. Every plan is reviewed by a main board director, with head office selecting between 50 and 100 to subject to its own scrutiny.

The plan represents each manager's corporate touchstone: a commitment to a pre-ordained level of performance in the year ahead. It is toughly negotiated in the first instance to ensure that the agreed hurdles are not too low. Should a manager consistently clear them, however, his contacts with head office are likely to be infrequent. Says Bull: "Where you are approving a plan, you challenge it in great detail; but once it is approved, if they are performing on plan, they are kings in their own domain."

The need for companies in general to ensure that the measurement scale provided by any plan is adequate is one point emphasised by Ian Brindle, director of audits at Price Waterhouse. "One of the things that struck me about BTR is that they make a properly constructed yardstick, not a floppy one," he says. "The impression one gets is of discipline."

Summary or "flash" monthly management reports are available in Pimlico on the fourth or fifth working day

after the end of the period to which they relate. Full-length versions must be supplied about six days later. These reports provide a comprehensive account of each business's performance.

One of the best examples of the wealth of information that these full-length reports contain is page MR5, which is devoted to working capital. The page breaks down the overall working capital figure (included in a summary of key information at the start of the report) into inventories and accounts payable and receivable. Critically, managers are asked to outline any provisions they may have made and what they are in respect of (obsolete, stock loss etc). Says Bull: "We want to see how provisions move because that is one of the favourite places where people who want to play ducks and drakes can do so."

Accounts receivable are split into those which are current and those overdue by 30, 60, 90 and more than 90 days. Once again, provisions must be split out and detailed.

Also included is the ratio to the grand total of accounts that are either current or overdue by no more than 30 days. This was cited by Brindle as evidence of BTR's internal discipline; the implication is clearly that more than 30 days late is unacceptable.

Indeed, units are often actually penalised for sluggish collection. "In a large part of the group, we have a system where a penal rate of interest is applied to a company that does not collect in a given time," says Bull.

"We also charge interest on any amount of working capital in excess of the percentage of sales allowed for in the plan. It comes off the profit used to assess the manager's bonus."

"Normally we expect a manufacturing business to restrict its working capital ratio to no more than 25 per cent of sales. In most cases, however, 20 per cent," Bull says. In the automotive sector, with its just-in-time inventory controls and "generally prompt" payment habits, this can fall as low as 12-15 per cent.

Other key measures included along with working capital in each month's introductory summary are: profit before interest and tax, sales, return on sales,



Christopher Bull: "Everyone in our culture has it drummed into them that we can always do better"

orders received, average weekly payroll costs, manpower, return on net assets (usually expected to exceed 30 per cent), and operating cash-flow. Both current and year-ago figures are supplied, together with details of the plan that the business is working to.

If Bull were to select just one of these as BTR's most important overall indicator, he would choose return on sales, which he characterises as a critical measure of the quality of profit. The group relentlessly spurs additional volume unless it earns an acceptable return on sales after overhead recovery. "If a manager comes and says he is not going to make a sale because he is not going to get the necessary margin, he will not get rough treatment from us - provided his response is to downsize his cost structure," he says.

Measured by this yardstick, last September's interim figures were less disappointing than is commonly supposed. Although the results showed taxable profits ahead just 6.6 per cent to £580m, the group succeeded in lifting its return on sales by one percentage point.

### BTR'S RECORD OF GROWTH (£m)

	1981	1982	1983	1984	1985	1986	1987	1988	1989
Sales	638	725	1,970	3,487	3,881	4,019	3,149	5,473	7,025
Profits	90	107	171	284	362	505	590	820	1,080

The group's sparse head-office staff is far too thinly spread to wade through 8,500 pages per month of detailed financial data. This has two main upshots. First, the group's four regional offices are expected to act as a first line of defence behind the unit controller in the field. Second, the head-office focus is on pinpointing deviations from the agreed profit plan.

If inventory, for example, is the nub of concern, the group can call up a report flagging profit centres where stocks are more than a given percentage over plan. Trends over time - ie rate of inventory growth over the last six months - can also quickly be highlighted. Says Bull: "This sort of exception reporting is very appropriate for the way we run the group because that road-map or profit plan is fundamental and deviations from it are the main points of concern."

In terms of rectifying problems, Bull says, nine out of ten will be caught by the unit controller who will file a report to the region detailing what action he is taking. The regions themselves will in turn catch most of what slips through that net, as well as intervening if suggested action is deemed inadequate.

Only a minute fraction of deviations from plan, according to Bull, will reach head office unaddressed or undetected. In these cases, he says, normal practice is to "go back down the responsibility line", as one would expect in such a spare organisation. There are, however, a few occasions where we will say we want to go and see that unit with the regional manager."

When times are tough, the group pays particular heed to a series of ratios to sales. Materials, compensation and profit are all continuously monitored as a percentage of turnover. "When sales are down, a lot of things become even more critical," Bull explains. "The easiest thing to do is to keep on manufacturing and put things into stock, but by definition what finishes up in stock is what you cannot sell."

To work effectively, the system places great demands on BTR management in at least three ways. ● Expertise. Each general manager must be sufficiently financially competent to interpret a detailed set of management accounts quickly and accurately. As Bull puts it: "You cannot be the sort who needs everything predigested by your finance manager."

● Stamina. The shallowness of the corporate structure means that both they and their superiors have a lot of reports to process.

● Integrity. The system is only as good as the data which sustains it. "Everybody knows that accuracy and honesty of information is absolutely paramount," says Bull.

These demands must leave many of those managing companies that are acquired by BTR feeling like they have a mountain to climb. According to Bull, managers embraced by the group in this way are given 100 days to demonstrate their ability to adapt. "Within 100 days people have to have shown whether they can operate within our culture. Most of them can."

## US/Japanese joint venture

# Digging a mutual trench

Ian Roger on the proof of Shin Caterpillar-Mitsubishi's strategy

Western manufacturing companies that have had unhappy experiences with joint ventures in Japan are legion. So it is always worth studying one that is working well... so far.

In the three and a half years since a venture between Caterpillar Tractor, the world's largest construction equipment maker, and Mitsubishi Heavy Industries was formed to make hydraulic excavators, the companies' combined sales of excavators have jumped by 75 per cent to about ¥350bn (\$2.7bn).

The keys to this success appear to be that each clearly needed the other in order to survive in the excavator business and that the venture was established when the market, at least in Japan, was booming.

Whether it will continue to thrive in the tougher times signalled by Caterpillar recently when announcing last year's 56 per cent profit slump remains to be seen, but at least its managers recognise the issue.

"The question is whether we are getting the right foundations for hard times," says Keith Johnson, the venture's chairman.

The venture got its start in the early 1980s when Caterpillar admitted it had made a hash of the hydraulic excavator business and opened negotiations with MHI with a view to merging their excavator operations.

The US company had developed a line of hydraulic excavators in the 1970s, but had never put its heart in them, believing that bulldozers and scrapers would remain core construction tools.

It was wrong. Later in that decade, excavators, with their high mobility and versatility, became the biggest seller in the industry. Manufacturers in Japan, where contractors often have to work in confined spaces, became the master excavator makers; Japan has become by far the biggest market in the world for excavators. Caterpillar already had a joint venture with MHI for making and selling its bulldozers and other heavy machinery in Japan, and MHI separately produced a line of excavators. But Caterpillar was unable to get anywhere in Japan and MHI was not mak-

ing much headway elsewhere against the market leaders, Komatsu and Hitachi.

After several months of discussion in 1986, the two came up with an unusually daring deal. A new joint venture, Shin Caterpillar-Mitsubishi, was formed to take responsibility for both companies' excavator design and development. It would also take over MHI's marketing in Japan while Caterpillar maintained production and marketing responsibility outside Japan. All models would carry the Caterpillar name.

Perhaps most important, all design and development of excavators would be carried out in Japan. "If we were not designing in the world's biggest market, we would have

"The question is whether we are getting the right foundations for hard times"

had a difficult position to defend in excavator engineering, and we would probably have been forced into a niche position," Johnson says.

Some 30 Cat engineers were despatched from factories in the US and Belgium to work at the design centre in Kobe.

Johnson is quick to point out that the venture has had the benefit of a booming market in Japan. The number of excavators sold annually in Japan has doubled since 1986 to about 60,000 units.

MHI's home market share had slumped from 15 to 11 per cent at the time of the merger, but has since recovered "and a bit more", he says. "And that is hard to do when the market is strong."

The merger also occurred just as MHI was about to introduce a new generation of excavators. "If we hadn't had the new line, I don't know where we would be," Johnson says.

He admits that the final proof of the merger's effectiveness will only become apparent later this year as the venture's first product designs begin to appear on world markets. So far, the merging of design

activities appears to have gone relatively smoothly. Although there have been reports of culture clashes between US and Japanese engineers working together in the venture, Johnson says: "I have been very pleased with the camaraderie that has been established."

He was also surprised at the smoothness of combining engineering standards. "Our criteria for machine performance turned out to be very close and we were lucky to have three Japanese computer specialists who were able to work out a way to convert computer-aided engineering systems from JIS (Japanese engineering standards) to SAE (US standards) and the International Standards Organisation."

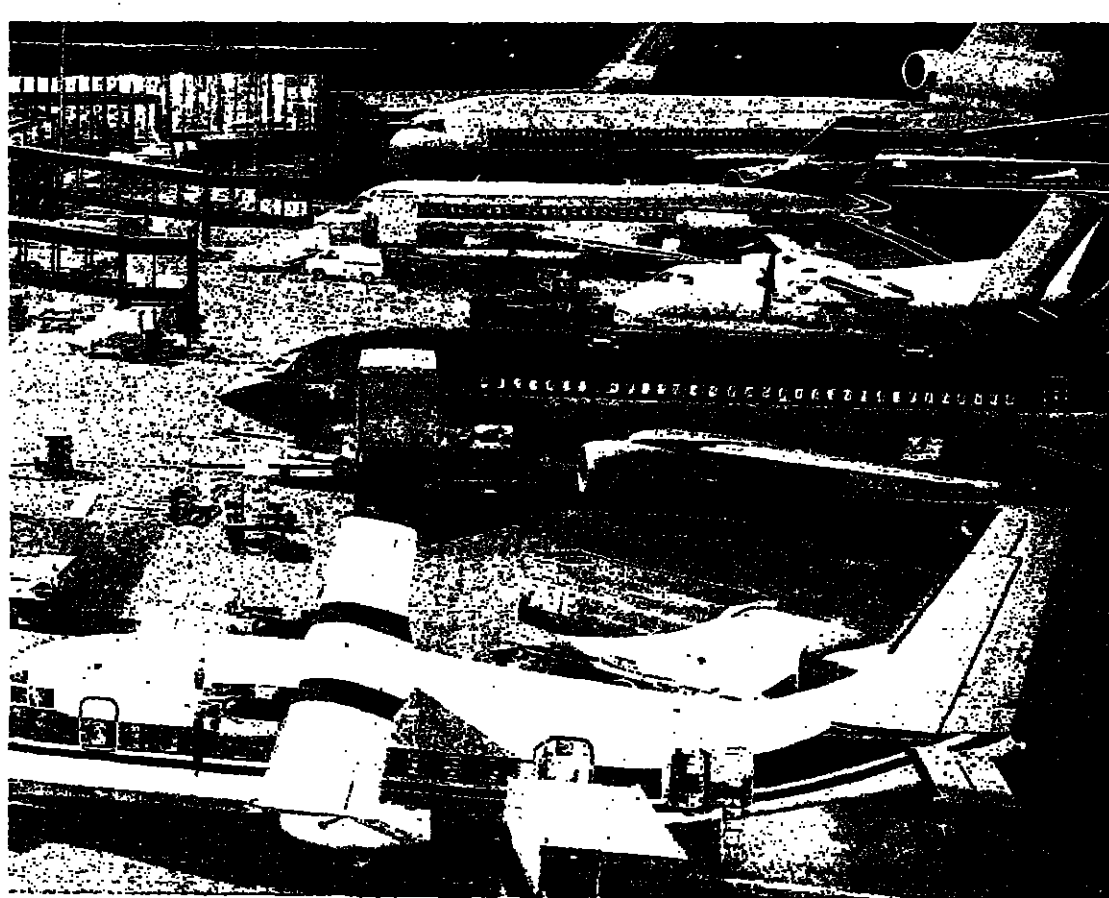
The difficult points were predictable. Trying to get agreement between worldwide marketing groups on specifications for new products has been a struggle. And this is not a minor issue. Customers' demands are different in different areas, Johnson says.

The other problem area is designing for production in different factories. "We have had 5,000 man-days of visitors solely to work with designers so products can be made in other factories." For example, the Japanese factory uses more robots than the Cat factories in Europe and the US, so the specification for welding has to be adjusted.

Today, the focus for the venture is turning to the longer term. "Our factory investments are in place and the capacity is reasonable, but we are having a tough time increasing our sales and service staff," Johnson says. The aim is to increase the number of sales outlets in Japan by 50 per cent over two years.

Johnson believes the success of the venture so far has made Caterpillar, hitherto fiercely independent, take a more positive attitude to joint ventures and decentralised design. Some products, for example, are indigenous to Europe and design control of them could be moved to Europe.

He is convinced that if Cat had not done the deal, it would be in serious trouble in Japan. "We would have survived this boom period, but we would have starved in the next downturn."



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## APPOINTMENTS

Senior post  
at Bray  
Technologies

Mr Tom Nairn (pictured) has been appointed chief executive of BRAY TECHNOLOGIES, Leeds. He was managing director of the main operating subsidiary Dale Electric.

Following the death of Mrs Pauline Brown, Mr David Chambers is to take over as chairman and chief executive of the LINDUM GROUP, Lincoln. Mr David Higham is promoted to deputy chairman. Mr Richard Howgate is promoted from contracts director to take over from Mr Higham as managing director of Lindum Construction. Mr Herman Kok has been appointed company secretary and financial director for all Lindum companies.



Sir John Fairclough (pictured) has been appointed a non-executive director of UAFI-INFOLINE, and of THE GENERICS GROUP. Sir John is chairman of the Engineering Council, and of Rothschild Ventures. He has been chief scientific adviser, Cabinet Office.

Mr David Ogden has rejoined HILLSDOWN CONTRACT HIRE as managing director following a period as managing director of ERF Leasing. He was general manager at Hillsdown.

GATEWAY FOODMARKETS has appointed Mr Roger Astle as associate director, fresh foods. He joins the company on Monday from Marks & Spencer.

Roffey Park  
changes

Dr Geoff Richardson has been appointed director of ROFFEY PARK MANAGEMENT COLLEGE, Herts. He was principal, The Queen's College, Glasgow, and succeeds Dr Ian Cunningham who assumes the new post of chief executive of Roffey Park on April 1.

Mr Kevin Lloyd has been appointed technical director, and Mr Mark Fitchew engineering director at RFL TELECOMMUNICATIONS.

Mr Colin Barton has been appointed export sales director of VOLUMATIC, Coventry, part of Halmia.

Mr Robin Bass has been appointed technical director of DEMATE IT. He was technical support manager, Computer Associates.



Sir John Fairclough (pictured) has been appointed a non-executive director of UAFI-INFOLINE, and of THE GENERICS GROUP. Sir John is chairman of the Engineering Council, and of Rothschild Ventures. He has been chief scientific adviser, Cabinet Office.

Hotel in  
Jakarta

MOWLEM INTERNATIONAL has been awarded the project management contract for a US\$150m development in the landmark complex in Jakarta, Indonesia.

The project involves construction of the Ritz Carlton Hotel (US\$70m) and two 30-storey office blocks (US\$80m). Works start on the 22-storey 500 bedroom hotel in June, with completion scheduled for the end of 1993.

As a result of the high water table in the centre of Jakarta, and the proximity of other large tower blocks, special dewatering and retaining wall techniques will be needed for the two-level basement construction.

Airport  
maintenance  
facility

LEHRER McGOVERN BOVIS INC has been chosen as program manager for the development of a \$200m maintenance facility at Houston Intercontinental Airport, Texas, for Continental Air Lines.

The project will provide two million square feet on a site of 50 acres. It will be able to take ten narrow-bodied and two wide-bodied aircraft.

As well as the 12 maintenance bays there will be related workshops, offices, a central energy plant, runways and roadways. The project is expected to take three years to complete.

Expansion  
at Boots

COURTAULDS ENGINEERING, Coventry, has been awarded a project, worth about £7m, for the expansion of BOOTS PHARMACEUTICALS site at Cramlington.

The plant is a multi-product primary pharmaceutical manufacturing facility and must remain fully operational during the work.

The project includes design and installation of glass-lined reactors, a filter dryer and associated plant and equipment. Work has started for completion mid-1992.



## Salford shopping centre

HIGGS AND HILL has been awarded a £4m design and build contract by Land Securities to upgrade the Salford shopping centre, which was built in 1972. Covering 285,000 sq ft the centre houses 84 tenants, including Marks and Spencer, Tesco, Co-op, Woolworths and Boots. The project will take 12 months, and trad-

ing will continue throughout. Work will include removal of the internal concrete canopies, and enclosing the malls with a pitched glazed roof terminating in glazed canopies at each entrance. There will be a new lighting system, and concrete cladding on the canopies will be removed and replaced with glass fibre mouldings.

## IN BRIEF...

LAING has won two contracts, together worth almost £7m. Co-ordinated Land and Estates, Clydebank, has placed a £5.2m order for a 33,000 sq ft two-storey office building and a 29,000 sq ft production unit on two floors. Completion is scheduled for December.

The second contract, at £1.5m, has been awarded by Livingston Development Corporation for an extension to the Mitsubishi video recorder factory on the Houston Estate. Completion of the 1,400 sq metre building is planned for the autumn.

YORKSHIRE Water Enterprises has awarded a contract worth over £2.5m to BIRTLEY ENGINEERING, a subsidiary of Taylor Woodrow.

The order is for mechanical and electrical works required for the Calder Valley sludge storage and thickening scheme near Brighouse, Yorkshire. Work starts in June for completion in May next year.

A £4m management contract for the construction of offices already let to the Inland Revenue at Callender Business Park, Falkirk, has been awarded by Ithaca Estates to M.J. GLEESON GROUP. The 47,000 sq ft building has

been designed with two three-storey wings. It will be steel-framed with pre-cast floors, stone cladding, and glazed curtain walling. Completion is scheduled for November.

THE LINFORD GROUP, Canock, has won contracts totalling almost £8.5m in the Midlands.

Work includes enlarging and upgrading several departments at Stafford District General Hospital, and building a teaching block at Dudley College of Technology.

Other orders are for modifications at the Central Ordnance Depot, Donnington; a warehouse in Birmingham for Europa Freight Corporation; and repairs to the famous moated manor house, Little Moreton Hall, Compton.

ALBERT SQUARE, home of BBC TV's "Eastenders", is being enlarged by BOVIS CONSTRUCTION, which built the original set in 1984.

At Elstree Studios a set previously used for "Allo Allo" is to be upgraded and extended to provide further production facilities of 1460 sq metres, and 1150 sq metres of changing rooms. Additional sound insulation will be installed.

Building  
a power  
station  
in Corby

KIER CONSTRUCTION, a Beazer company, has been awarded a £15m contract by Hawker Siddeley Power Engineering for the design and construction of civil engineering works and buildings at Corby power station which is to be built on the site once occupied by the Corby steelworks.

In addition to all the main civil engineering works associated with the project, Kier will design and build a hall to house two gas turbines and one steam turbine. These will drive the 350MW power plant.

Further structures include maintenance and administration buildings.

Work on the site is due to begin in April, and the project, due for completion in June 1993, forms part of a turnkey contract being undertaken by Hawker Siddeley for Corby Power.

Yorkshire  
Building  
Society  
offices

TAYLOR WOODROW has won a £12m contract to build a head office in Bradford for Yorkshire Building Society.

Work has started on the three-storey 100,000 sq ft building in Yorkshire Drive. The steel-framed building, featuring hand-made brick and local sandstone cladding, with a natural slate roof, is scheduled for completion next summer.

External work includes a separate generator house, and a series of roadways and car parks set in landscaped grounds.

The developer is Yorkshire Building Society Properties.

TURRIFF CONSTRUCTION has contracts worth over £9.3m.

The largest, at £2.7m, is an order for laboratories and an administration block for Sharps of Europe, awarded by Shimizu (UK). A £1.8m warehouse is being built at Kingwinford for London & Cambridge Properties.

Specialist  
engineering  
orders

SPECIALIST engineering companies in the construction division of TRAFALGAR HOUSE have won contracts worth over £10.45m.

## Colliery salvage

The largest, at over £5m, was placed with Mine Engineering Services by the Coal Board for work at the recently closed Lea Hall colliery where the company is to salvage underground machinery. A contract at Point of Ayr colliery is for withdrawal of equipment from a mine face.

## Deepest bored piles

Cementation Piling and Foundations has several orders totalling £5.45m. In Victoria Street, London, Higgs & Hill has placed a contract for what is believed to be the deepest large diameter bored piles ever sunk in London. They will be bored to a maximum depth of 61 metres to support an eight-storey office block and basement.

## Grouting workings

R.L. McLeod has placed an order for grouting old coal workings up to 42 metres deep on the M74 motorway extension south of Glasgow.

Two contracts have been awarded by Alfred McAlpine Construction for piling to bridge abutments, wing walls, and piers on the new Preston-Penwortham bypass.

ENGINEERING  
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Channel  
Tunnel  
terminal

TARMAC has won a £10m contract to build the main Channel Tunnel terminal.

Passengers will be able to eat and shop at the building at Cheriton near Folkestone, Kent, before driving on to shuttle trains for the journey to France.

The three-storey terminal will also house offices, car parking and customs posts. It is due for completion in the summer of 1992.

The 60-metre square building will be of reinforced concrete-frame construction with metal cladding, structural glazing and a metal-clad roof around a tented-roofed central atrium at first-floor level.

The ground floor will house the main public concourse and catering and retail areas. On the first floor, around the central atrium, will be administration offices for Eurotunnel, and the UK frontier control authorities.

Attached to the main building by pedestrian bridges are two small pavilion buildings housing the main entrance, toilets and plant rooms.

## NOTICE TO HOLDERS OF WARRANTS

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Guaranteed Notes 1995 with Warrants

Pursuant to Clauses 2 and 4 of the Instrument dated 14th February, 1991, the following notice is hereby given:

At the meeting of the Board of Directors of Toyo Engineering Corporation (the "Company") held on 22nd February, 1991, a resolution was adopted for the issue of new shares by way of a free distribution, particulars of which are given below. Consequently, the Subscription Price of the captioned Warrants (the "Warrants") shall be adjusted, as specifically provided in paragraph 1 below:

1. The free distribution of new shares will be made on 20th May, 1991 to shareholders of record as of 21st March, 1991 (Japan time), at a ratio of 0.1 for each share held. The dividends for these new shares will accrue as from 1st April, 1991.

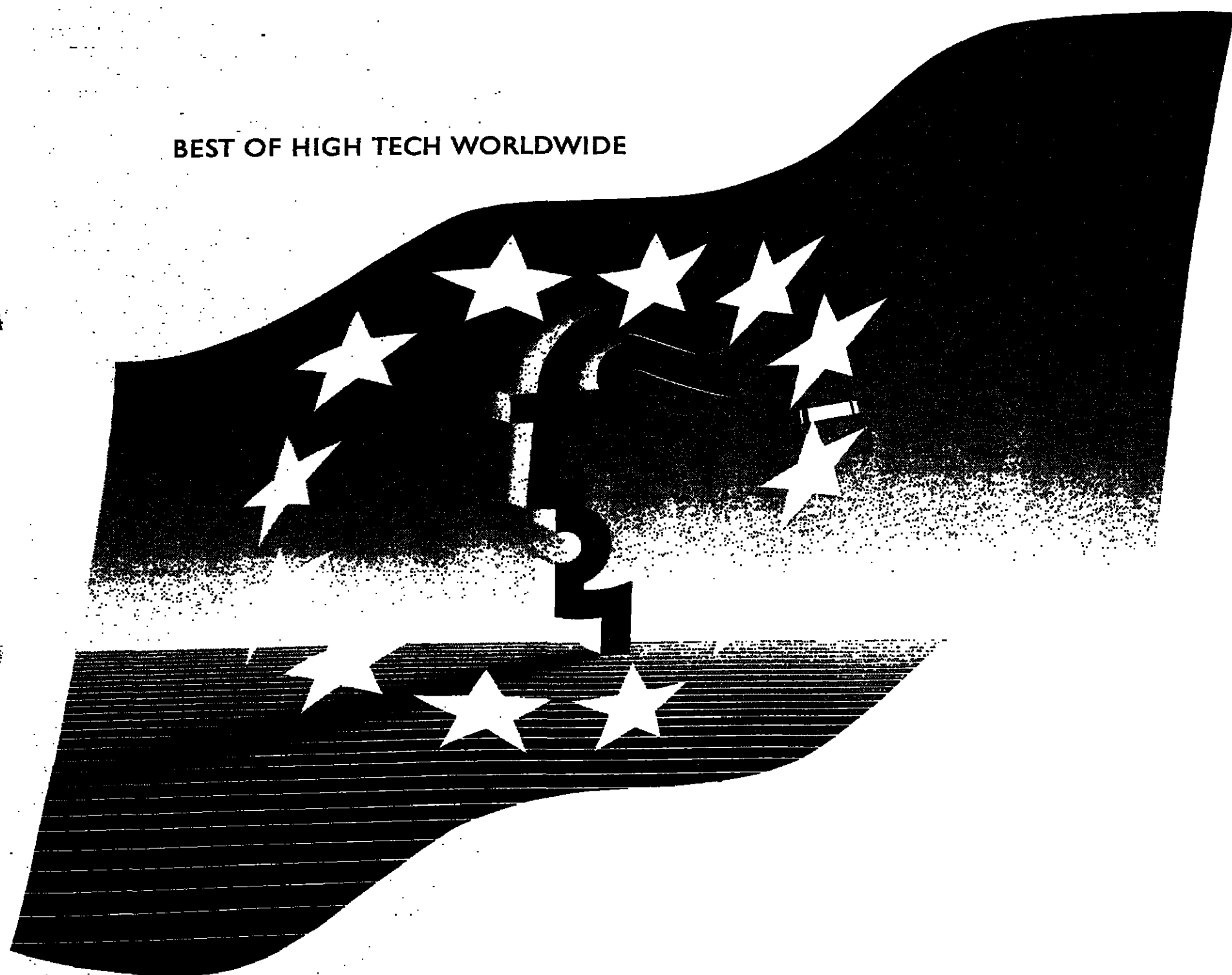
2. Pursuant to Clause 2(i) of the Instrument, the Subscription Price will be adjusted from Yen 1,548 to Yen 1,407.30 per share of the Company's common stock. The new Subscription Price will become effective on 1st April, 1991, which is immediately after the record date.

TOYO ENGINEERING CORPORATION  
By: The Bank of Tokyo Trust Company  
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Dated: 11th March, 1991

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## ARTS

## ARCHITECTURE

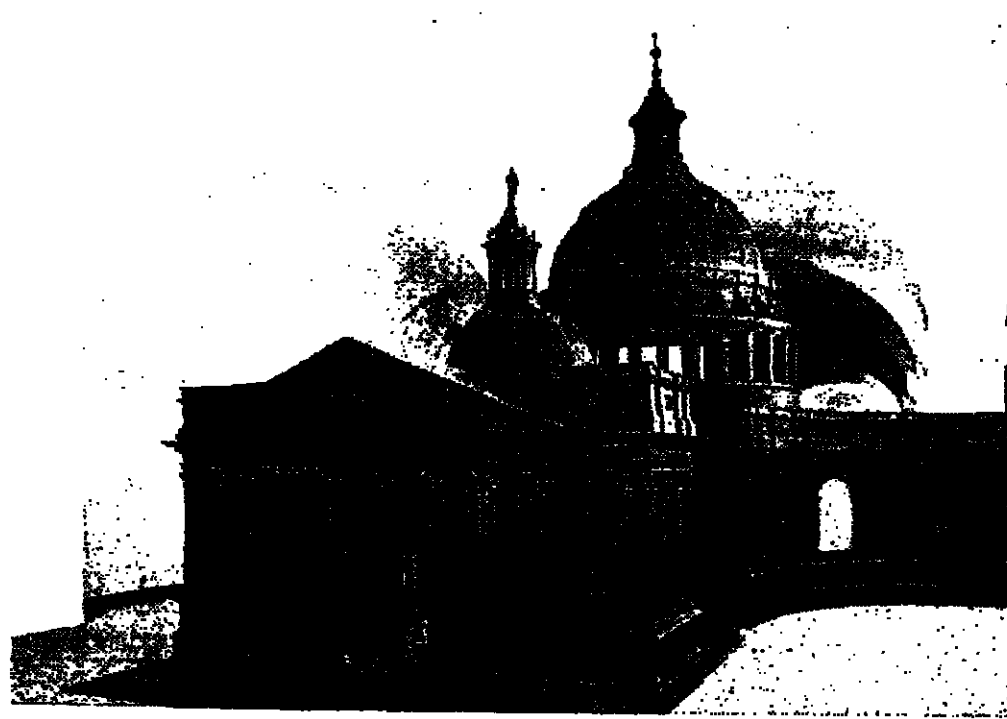
## 'The crown of all sciences mathematical'

Colin Amery reviews 'The Making of St Paul's' exhibition at the Royal Academy

You have to kneel down in the Royal Academy for a real frisson of architectural pleasure. This moment comes when you reach the great oak model of St Paul's Cathedral and you press your eye against the west door. Ahead you can see through the whole interior where shafts of light pierce the great classical procession of arches and columns. It is a serene vision. Of course, in true English fashion, the great model — Wren's superb design of 1673 — is not the scheme that was built. Wren was to endure compromise and clerical interference for years before he was able to satisfy all the parties interested in the rebuilding of the cathedral after the great fire of London. And it is the story of the development of the design for the cathedral that is the theme of the Royal Academy exhibition: Sir Christopher Wren and the making of St Paul's (Burlington House until May 12).

It is encouraging that after the success of the Inigo Jones exhibition the Royal Academy was suddenly moved to fill a gap in its programme by taking on the Wren exhibition. It has been such a success in Washington that the present London show has the incomparable advantage of having the great model moved from the crypt of St Paul's (where it is permanently on public view) to act as the climax to what is a very straight presentation of some 100 or so drawings and engravings relating to Wren's masterpiece.

Apart from the dramatically lit model the London show is much more boring than the Washington one, where great efforts were made to ensure that Wren's London projects were seen in an entertaining and educational context of topographical and historical material. The Royal Academy seems to have a very simple formula when it comes to this type of historical exhibition, which is to mount the drawings in standard frames and



The great oak model of Wren's 1673 design for St Paul's Cathedral

show them as though they were all great works of art. There is virtually no supplementary photographic or socio-historical material on show that could make Wren come alive, and make the designing of St Paul's comprehensible and enjoyable for the average visitor to the exhibition.

This seems to me to be a shame because I know that the president of the Academy has long wanted to show more architecture — sensing, quite rightly, that the public has a thirst for it at the moment. He and his colleagues have not perhaps realised that great rooms full of architectural drawings are not in fact architectural exhibitions at all. They are rather solemn, dark exhibits — worthy and no doubt accurate by the standards of the most dedicated scholarship, but not exactly communicating the pleasure and excitement of the achieve-

ments of the English Renaissance as built by Wren. It is in the work of Wren that the true lessons of the Italian Renaissance are brought to fulfillment in England. Wren's genius encompassed both scientific achievement and artistic talent. His love and knowledge of geometry led him naturally to architecture where he was able to subordinate theories of structural integrity to the satisfying of aesthetic considerations. St Paul's is a crucial architectural achievement in England because it raised English architecture up to Olympian heights — where it was to flourish during the 18th century. Who else but Wren could have designed St Paul's in the 1660s? Only John Webb perhaps — the "nephew" of Inigo Jones.

Some information about the position of architecture as an intellectual diversion in Wren's circle of learned friends would have helped us to understand how a man acknowledged as a brilliant astronomer, physical scientist and philosopher, came to design the cathedral of the metropolis.

Architecture was for Wren, and for friends like Evelyn, "the flower and crown as it were of all the sciences mathematical". His early experience in building — particularly the Sheldonian theatre in Oxford — show that Wren's first interests were in expanding his own structural knowledge. His design ingenuity developed in parallel with his aesthetic development, fuelled by visiting Paris, where he met Bernini, and an intense study of engravings of contemporary Roman architecture.

It is hard to learn anything about Wren himself from the formal display of his drawings — many of them of interest as scientific diagrams — at the Royal Academy. We do learn

by looking at the sequence of designs that from 1668 to 1675 Wren's designs changed from the centrally planned "great model" type, which gave such dominance to the dome, to a gothic plan with a long nave. He was forced by the whims of the clergy and the Duke of York to compromise somehow between gothic and classic principles. In the final design, which evolved as the cathedral was being built, Wren absorbs the influences of the Roman baroque, especially in the twin west towers, which are haunted by the spirit of Bernini.

It would be wrong to suggest that all the original drawings on show are in the hand of Wren. I suspect that there are problems of attribution, but it would have been fascinating to know who the draughtsmen were.

We know about Woodroffe and Hawksmoor, but who were the others? It would also have been helpful to know more about the phenomenal organizational aspects of Wren's achievement.

Wren was remarkable and fortunate in seeing so many of his vast projects completed in his own lifetime. His scale of activity was enormous. I really wanted to know so much more than I was allowed to by the tantalizing display of drawings in the darkened rooms of the Royal Academy, but do not feel depressed by the curious ways of exhibition organizers: if you want to learn more about Wren then his buildings are all around us in London. The modest and affordable catalogue is well worth having — a well designed innovation for the RA. Just remember that these drawings are, after all, only the palest palimpsests of the real thing.

The Wren exhibition is sponsored by Reed International, and the consortium of companies that make up the brave Paternoster Consortium which is going to be Wren's neighbour — Park Tower Group, Mitsubishi Estate Group and Greycoat plc.

## La fanciulla del West

LA SCALA, MILAN

In a brief programme note to his new production of Puccini's *La fanciulla del West* at La Scala, Jonathan Miller talks about the corruption of America at the end of the last century and about the fading myths of the innocent frontier, as the gold mines became a metaphor of greed and acquisitiveness.

Then, with the assistance of his set designer Stefanos Lazarides, Miller illustrates this tarnished view of the Golden West, setting the first act, the "Polka" saloon, in what looks like a vast, abandoned warehouse, gloomy and oppressive and uselessly monumental. Far from being a "home for our boys", as the traditional sign over the bar used to claim, the place looks like what in today's US is euphemistically called "a correctional facility".

The second scene, the Girl's lonely cabin, is more or less as it usually seen (except that Minnie now has a Franklin stove instead of her cheery open fire). The last act does not take place in a clearing among stately redwoods, but is located at the head of a mineshaft, dominated by menacing machinery. All is black, including the one visible tree, small and, clearly, long dead.

Lazarides is an internationally acclaimed designer, and the sets are impressive; but they blatantly contradict the music and the text. Instead of enriching the meaning of the work, Miller's production obscures its qualities; and the action takes place in an elaborate vacuum.

The problem with *La fanciulla del West* is that, in their way, David Belasco (author of the melodrama that the libretto follows fairly closely) and Puccini achieved something close to perfection. A contemporary sensibility may balk at the sentiment, say reject the whole fairytale of the innocent girl who tames the rough man, whose heart, of course, are of (what else?) gold.

For that matter, they can dismiss the whole thing (in, in fact, for many years, *La fanciulla* was one of the most rarely seen Puccini operas). But if you do decide to produce it, you have to have the swirling artificial snow and the redwoods and, budget permitting, also the horses. In the Miller version, when Minnie bids a wistful farewell to her California and her beloved mountains, she is actually surrounded by a landscape so bleak and life-diminishing that any normal girl would be overjoyed to escape it, even (as in this case) on foot.

Fortunately, Belasco's story is so well articulated and Puccini's music is so irresistible (this is one of his most subtle, and rich scores) that no production, however perverse, can prevent the audience from enjoying the piece; and *Fanciulla* at La Scala has been playing regularly to sold-out houses.

Casts have come and gone. On the night I was in Milan, the original conductor, Lorin Maazel, was absent, and the always-keen Scala orchestra was in the hands of Armando Gatto, a house conductor who obviously knows the music and relishes its lush inventions, its sheer sound. This relish led to one of the loudest performances I have ever heard.

The orchestra, to be sure, was often impressive; but the swamped singers sounded unhappy much of the time, and forced their voices with unwelcome results. The poor tenor, Giorgio Lamberti, simply couldn't make it, though he has basically a strong and likeable voice. The baritone Antonio Salvadori was a subdued, unmemorable shuffler; and even Maria Jane Johnson, an expert Minnie, turned shrill when she should have been sweet. On the other hand, the small always incisive roles were well assigned. Marco Chingari was a sober, affecting Jake Wallace.

Sue Blane's costumes were appropriate, and would have worked nicely also in a traditional production. Only Minnie's Fidelio-like male attire in the last scene was a serious mistake. When she entered, horseless, her blonde hair hidden under a five-gallon hat, she could not be distinguished from the others on the gloomy stage; it took a moment to pick her out, and the usual, stirring effect of her rescuing appearance was lost.

Like the Nazi version of *Tosca* he staged a few years ago, Miller must have started out, this time, with an idea that seemed promising. But, as in the *Tosca* case, it failed the test of the stage. It should have been abandoned on the drawing board. Perhaps La Scala has preserved the old Nicola Benois sets in some warehouse; with luck, they can be refurbished.

William Weaver

A different set of principals had Lorin Maazel in charge of an invigorating performance. He allowed the orchestra free rein without obscuring the profusely fascinating detail or drowning the principals. In truth, Giuseppe Giacomini (Johnson) and Jean-Philippe Lafont (Rance) would take some drowning — the soprano metallic, sometimes strident but right on the note; the tenor firm, true and forceful, a thought-complacent-looking for a bandit on the run.

Lafont's Rance was the most convincing I have seen. The efforts of some singers to show the sheriff as a subtle Scarpia-figure rarely work. The French baritone's larger-than-life presence and downright burly singing made much more sense.

A puff of realistically foul smoke from the mine-workings in act 3 made some of the mink coats in the stalls cough demonstratively, though it was no worse than the real smog outside.

Ronald Crichton

## The Death of Christopher Marlowe

DRILL HALL, WC1

In *A Room of One's Own*, Virginia Woolf imagines the life of Shakespeare's sister. In *The Death of Christopher Marlowe*, written by Noel Greig, the Past Imperfect Theatre Company imagines the lives of Marlowe's sister, father, mother as well as of the young scholar-playwright himself. And more besides.

This crazy panoramic view, working backwards from Marlowe's death and funeral, covers court, spying, warfare, sex and gender. It has a light touch; and the nine performers are so youthful and unsophisticated that at first they seem amateurish. The result is a lively, bawdy romp, touched with poetry and pathos, and a new, imaginative history.

Nothing is more disarming than the presentation of Good Queen Bess. Here she's Eliza, 10 feet high (when on stage she sits on a man's shoulders who is covered by her skirts), noisy and gleefully bossy. She and her courtiers wear shades, and both she and Sir Walter Raleigh talk in strongest Caribbean dialects. "Goddam Deptford!" she says, as courtiers hold umbrellas over her. "It's a dump when de sun shines." She knows enough about men and husbands to be keen on remaining the Virgin Queen.

Another strand is the story of Marlowe's sister Jennifer. Like Eliza, she's seen too much — her parents, her sister Ann and brother-in-law Peter — to choose marriage. More fortunate than her father, she marries a young man, a Shakespeare whom Virginia Woolf imagined, she travels abroad in boy's attire, discovers lesbian sex and foreign lifestyles, and comes back with a new interpretation of people and nationhood, an interpretation that will answer questions she and her brother asked as children; but she reaches him only when he is a corpse.

Kit Marlowe himself, dissident, gay, inquisitive and energetic, strikes a Faust-like pact with his lover and Cambridge fellow-student, Robert Poley.

For and with Poley he will spy for England; in return he will make the important contacts that will further his career at court and in the theatre.

Following Raleigh in the Irish wars, the slaughter he sees sickens him but also fires him to write about the monstrosity of empire-building. Radical art like his, Poley tells him, needs a successful government and defence policy.

Marlowe, however, has seen a French lover of his strung up and executed as a spy. Resisting Poley and the

establishment, he's stabbed and left dead in Deptford. There are other threads to this tapestry, all interwoven with entertaining fluency. A length of yellow cloth is — in quick succession — the sheet of John Marlowe's death, the tablecloth of Kit's Cambridge dining-room and then the River-Cam-along which Kit and Poley punt, into which they fall and in which they meet. There are no ropes, but we see two people hung, and the way their heads loll and their bodies slowly swing is perfectly conveyed.

Philip Osmund's direction is in every respect a model of Brechtian style, entertainingly serious. The performers commit to and out of the story, acting several parts each, narrating in the third person, shifting the props and playing instruments.

Excellent teamwork, from which I single out just two names: Marva Alexander, for the gutsy force and fun of her imperious Eliza, and Francis Jack, less for his suavely attractive Poley than for his music — heightening atmosphere for numerous episodes — perfect as sound-effects, colourful in sonority. It runs until March 23.

Alastair Macaulay

## The Bride of Fortune

PERTH FESTIVAL

To find a new, full-length, fully-staged opera at the Festival of Perth in Western Australia is hardly more remarkable than to find such a festival in Perth at all. More than 2,000 km from any other major city, Perth has a population of only 1.2 million. Yet for 30 years it has sustained and developed an annual festival broader in content than Adelaide's (which is biennial), with attention to film, television, creative writing and light entertainment as well as music, dance, theatre and visual arts. Australia's main retail, Myer, is its principal sponsor.

European reputations are eagerly taken up, typically that of the 19-strong string orchestra which goes under the name of the Moscow Soloists and is directed by the viola-player Yuri Bashmet. Amid all today's devotion to the pursuit of "original" or "authentic" sound, it seemed almost perverse to base a programme on Mahler's distorted inflation of string quartets by Beethoven (opus 9) and Schubert ("Death and the Maiden"), but the intensity and above all the greatness in these performers made their own musical conquest.

The Czech Philharmonic

Orchestra performed under its new conductor Jiri Belohlavek, appointed by vote of the players themselves in the wake of their country's democratic revolution. Due to appear in London and at the Edinburgh Festival later this year, it played not only in Perth's excellent concert-hall but at Western Australia's biggest annual one-day cultural event — an open-air concert for 5,000 at Leuwinton Estate, Winery, a drive of three-and-a-half hours from the city, and more than that for the players, whose buses were diverted by a bush fire.

Their range of Czech music extended from Smetana and Dvořák to Janáček ("Taras Bulba") and Martinu, with some non-Czech additions but no works by living composers. There was a deep-toned warmth to the playing, particularly in the strings, but some lack of brilliance in solo passages. Perhaps Prague's best woodwind-players have already left for Vienna. Belohlavek evidently faces a task of re-invigoration.

The West Australian Opera, financially squeezed as it is under Australia's current recession, was bold indeed in mounting the premiere of

*Bride of Fortune* by Gillian Whitehead. The libretto by the Sydney journalist Anna Maria Dell'oso centres on a young Italian woman arriving in Australia in the 1950s to meet the widower she has married by proxy. A masterly scenic design by Ian Jackson shows the rural poverty of southern Italy embracing the urban poverty of Grazia's new home in a Melbourne suburb.

Whitehead, a composer from New Zealand who resides and teaches in Sydney, avoids the regular forms of song and for the most part favours a declamatory musical line like some intensified form of speech. Janáček was perhaps her model. A soliloquy for the heroine on her outward-bound ship is eloquently touching. But the thin, undernourished orchestral contributions, much given to repetitive, particular does not sustain the whole, despite a strongly integrated cast with Marilyn Quaife an admirably expressive heroine.

David Kram (conductor), John Milson (stage director) and Geoffrey Harris and James Orange in the male leads emerge with considerable credit.



Arthur Jacobs Merlyn Quaife (standing) in the title role as Grazia

## INTERNATIONAL ARTS GUIDE TODAY'S EVENTS

## AMSTERDAM

Muziektheater 20.00 Graeme Jenkins conducts Achim Freyer's new production of *Iphigene in Tauride*, with Ellen Shade in title role. Repeated on Thurs at the Schouwburg in Rotterdam and on Sun in The Hague. Wed to Sat: Béjart Ballet Lausanne present Ring up the Ring at the Muziektheater (8255 455)

## BERLIN

Deutsche Oper 19.30 Balanchine's Symphony in C, Roland Petit's *Carmen* and Béjart's *Rite of Spring*. Tomorrow: Fidelio. Wed, Thurs, Fri: no performance (3410 249) Schauspielhaus 20.00 Riccardo Chailly conducts Berlin Philharmonic Orchestra in Haydn's Symphony No 44 and Mahler's Das Lied von der Erde, with Siegfried Jerusalem and Jadwiga Rappe (2614 353)

## BRUSSELS

Palais des Beaux Arts 20.00 Ensemble Vega plays chamber music by Lekeu, Koechlin and Shostakovich. Tomorrow: Nikolaus

Harmooncourt conducts Mozart programme with Vienna Symphony Orchestra. Sat: Ole Bohn plays Elliott Carter's *Violin Concerto* with Belgian National Orchestra at the Maison de la Radio (507 8200) Hall St Barbe, Louvain-La-Neuve 20.30 Pierre Bartholomé conducts Orchestre Philharmonique de Liège in extracts from Berlioz' *Romeo et Juliette* (507 8200)

## COLOGNE

Philharmonie 20.00 Telemann Chamber Orchestra plays music by Handel, Telemann, Bach and Yasushi Akutagawa. Tomorrow: St John Passion. Thurs: London Philharmonic conducted by Charles Dutoit (2801) Schauspielhaus 19.30 Brendan Began's play *The Hostage* directed by Walter Bockmayer, also Wed and Fri. Tomorrow: Richard's Cork Leg by Brendan Behan (221 8400) Kammeroper 20.00 Brecht's *Jungle of Cities*, also tomorrow, Thurs and Fri (221 8400)

## DRESDEN

Semperoper 20.00 Members of Dresden Staatskapelle are joined by violinist Ulrich Eichenzauer and pianist Roggit Ishay in chamber music by Mozart, Schoenberg and Brahms. This week's repertoire includes a ballet triple bill (tomorrow, Thurs and Sun), La Bohème (Wed) and Le nozze di Figaro (Fri) (4842 731)

## FRANKFURT

Alle Oper 20.00 Piano recital by Cyprien Katsaris, with music by Mozart and Brahms. Tomorrow: recital by Peter Serkin. Thurs and

Fri: Martha Argerich plays Ravel's Piano Concerto in G with Frankfurt Radio Symphony Orchestra conducted by Claus Peter Flor (1340 400) The Frankfurt Opera is closed till April 6

## LONDON

MUSIC Covent Garden 19.00 Stephen Barlow conducts Die Zauberflöte with Joan Rodgers as Pamina, Luciano Serra as Queen of the Night, Olaf Bär as Papageno and Deon van der Walt as Tamino, also Sat. Tomorrow and Thurs: Samson et Dalila. Wed and Fri: Il barbiere di Siviglia (240 1086) Queen Elizabeth Hall 19.00 Peter Robinson conducts David Freeman's Opera Factory production of *Le nozze di Figaro*, sung in English, also Wed. Tomorrow and Thurs in the Festival Hall: Svetlanov conducts the Philharmonia (528 8800) Barbican Centre 19.45 Nikolaus Harmoncourt conducts Vienna Symphony Orchestra in Mozart's *Haffner*, Linx and Prague symphonies. Tomorrow: Mark Wiglesworth conducts BBCSO in world premiere of Howard Skempton's *Lento*. Wed: Yuri Bashmet plays Mozart with ECO (638 8891)

## THEATRE

This week's shows include a revival of Theatre de Complicité's award-winning production of *Durham's The Visit* (National), William Nicholson's new play *Map of the Heart*, a romantic tangle set in wartime Sudan (Globe), Peter Hall's production of *Twelfth Night* (Playhouse), Joe Orton's classic black comedy *What the Butler Saw*

(Wyndham's) and Andrew Lloyd Webber's latest musical *Aspects of Love* (Prince of Wales). Phone Theatreline: Plays 0836 430959 Musicals 0836 430960 Comedies 0836 430961 Thrillers 0836 430962

## MILAN

Teatro alla Scala 20.00 Salvatore Accardo and Bruno Canino play music for violin and piano by Mozart, Beethoven, Janacek and Szymanowski (7200 3744)

## MUNICH

Staatsoper 19.30 Giselle choreographed by Peter Wright. Tomorrow and Sat: Der fliegende Holländer. Wed and Fri: Otello. Sun: Nutcracker (221316) Philharmonie 20.00 Esa-Pekka Salonen conducts Swedish Radio Symphony Orchestra in Mahler's Fourth Symphony and Brahms' Violin Concerto, with Cho-Liang Lin. Wed, Thurs, Fri and Sun: Celibidache conducts Munich Philharmonic (48098 614)

## NEW YORK

MUSIC Carnegie Hall 20.00 Christoph Eschenbach conducts Houston Symphony Orchestra in Brahms' First Symphony, with Pinchas Zukerman soloist in Tobias Picker's new Viola Concerto. Tomorrow and Thurs: Zubin Mehta conducts Israel Philharmonic. Wed: recital by Iv Pogorelich. Fri: Cincinnati Symphony Orchestra and Chorus in Mendelssohn's *Elijah* (247 7800) Metropolitan Opera 20.00 James Conlon conducts *Le nozze di Figaro* with cast led by Kiri te Kanawa, Mirella Freni, Frederica

von Stade and Samuel Ramey, also Sat. Tomorrow and Fri: Der Rosenkavalier. Wed: Katya Kabanova. Thurs: new production of Parsifal (362 6000)

## PRAGUE

This week's shows include *Lost in Yonkers*, Neil Simon's new play directed by Gene Saks (Richard Rogers). Once on this island, musical by Lynn Ahrens and Stephen Flaherty based on Rosa Guy's 1985 novel *My Love, My Love* (Booth). Absent Friends, Alan Ayckbourn's suburban comedy in a new production by Lynne Meadow (Manhattan Theatre Club), and *The Big Love*, a comedy starring Tracey Ullman (Plymouth). Ticketron (246 0102) answers inquiries and sells tickets

## PARIS

Salle Pleyel 20.30 Vitaly Kataev conducts Orchestre Colonne in a programme of Rimsky-Korsakov and Shostakovich, with Marc Loret soloist in Chopin's Second Piano Concerto. Tomorrow: Gerard Schwarz conducts Ensemble Orchestral de Paris (4233 7289) Salle Gaveaux 20.30 Recital by Teresa Berganza (4955 0507) TNP-Châtelet 19.00 Gerard Poulet and Kun Woo Paik play violin sonatas by Fauré, Schumann and Saint-Saëns. Wed: Cleveland Quartet. Thurs: Georges Prétre conducts Berlioz. Fri: Elihu Inbal conducts Alfredo Arias' production of *Las Contes d'Hoffmann* (4028 2840) Comédie Française 20.30 Beaumarchais' *Le Barbier de Séville*. Tomorrow and Fri to Sun: Gildas Bourdet's new production of *Le Malade Imaginaire* by Molière (4366 4360)

## VIENNA

Staatsoper 19.00 Samson et Dalila with Marijana Lipovsek and Vladimir Atlantov. Tomorrow and Fri: Così fan tutte. Wed and Sat: new production of La Cenerentola at Tilio. Sun: Die Walküre with Gwyneth Jones (51444 2360) Volksoper 19.00 Die Entführung aus dem Serail with Luba Orgonasova as Constanze. Tomorrow: Das Land des Lächelns. Thurs: Figaro. Sat: Fledermaus (51444 3318) Konzerthaus 19.30 Alfred Brendel plays Mozart piano concertos with Camerata Academica conducted by Sándor Végh. Tomorrow: Heinz Holliger and friends play chamber music by Zelenka, Telemann and Bach. Fri: recital by Radu Lupu (7124 6860)

## UTRECHT

Vredenburg 20.15 Anton Kersjes conducts Netherlands Philharmonic Orchestra in Franck's Symphony in D and Bruch's Violin Concerto, with Emmy Verhey. (314544)

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Robert Graham on Chile's transition to civilian rule, a year after Gen Pinochet handed over to Patricio Aylwin

## A guarded step towards democracy



Aylwin and Pinochet: ignore each other with civility

how lucky they are," observes a Latin American diplomat. "There has been no notable loss of confidence in the business sector; no rush of capital abroad. Such a change in the nature of a government is a unique phenomenon in Latin America... even in Spain just before and after Franco's death there was capital flight."

Foreign capital flows continued uninterrupted into Chile last year totalling some \$1.2bn. Foreign investors - and most Chileans - either discounted in advance any negative effects or assumed the strong export-led growth of a well-managed economy provided a stable environment for the transition.

Continuity of economic policy was aided by the creation, in November 1989, of an independent central bank - the first of any developing nation. The bank's board was chosen by the outgoing regime but Gen Pinochet was persuaded to include two key members who had the tacit approval of the opposition. As a result the bank has maintained a consistent monetary policy.

Mr Alejandro Foxley, the finance minister, has sought to prove that a democratically-elected government can manage the economy as responsibly as the much-praised outgoing team, which pioneered free-market economics in Latin America. Mr Foxley, who was in the UK at the time of the 1973 coup and subsequently

shift of emphasis towards the needs of the less privileged has been widely welcomed and recognised as necessary. Even the majority of the free-marketisers conceded that whoever governed after Pinochet would have had to address the problems of low salaries, insufficient housing and the large numbers unable to benefit from privatised pensions and health care.

In general, policy has changed less than the visible symbols of the old regime. The most striking aspect of Santiago today is the lack of armoured-plated water cannons trucks and paramilitary carabinieri.

"The transition has been made easier because the military subscribe to this idea of 'mission accomplished,'" observes Mr Edgardo Boeninger, secretary-general of the presidency. The military, he says, saw their mission as removing Chile from the embrace of communism and restoring economic stability. "They have not been forced from the scene humiliated. They believe they have completed their task."

The international climate has also favoured the transition to democracy. The ending of military rule in neighbouring Argentina, Brazil and Uruguay, coupled with the departure of General Alfredo Stroessner from Paraguay, left the Pinochet regime isolated and out of time with the region.

Mr Aylwin, the 72-year-old veteran Christian Democrat, has himself played a vital role. This time in year he still looked little more than the kindly but innocuous compromise candidate of a divided opposition. But

Mr Aylwin quickly developed his own style of authority, and actually exploited the strength of his own party.

However, he has remained scrupulously fair to the other members of the broad 17-party governing coalition and this in turn has provided extra cohesion to what last March seemed an impossibly disparate group of potentially rival politicians. Perhaps the key to his success is the limited focus of his ambitions: to be the archi-

te of a successful transition.

The president's unfussy pragmatism has proved a welcome antidote to the Pinochet era's rigid confrontational approach to government. By being conciliatory towards the military, Mr Aylwin has undermined the army hardliners who predicted he would be a stalking horse for an unreconstructed left.

His biggest test with the military could come now in the aftermath of the report on human rights abuses. He clearly wants to avoid a large-scale persecution of the armed forces but will have to balance this against popular pressure for at least token justice in the worst cases against.

"If we do this well," observes Mr Sergio Bitar, one of the leading theo-

reticians behind a new pragmatic left in Chile, "the reconciliation process need last no more than two years. If we do it badly, we will be just putting a bandage on an infected wound."

Mr Aylwin has also proved more than a match for Gen Pinochet. Fears of the latter's power to destabilise the transition to democracy have proved largely unfounded. On occasions President Aylwin has played tough, such as when late last year he turned down the nomination of two generals proposed by Gen Pinochet. The garrulous general sounding off on the state of the nation sounds more and more like a cantankerous back-seat driver who cannot see the road.

Gen Pinochet is entitled to remain commander-in-chief of the army for another seven years; but his declining prestige and age render this unlikely. His age also separates him from those new breed of officers inside the army, a scandal now under investigation by the authorities.

"Pinochet is likely to be further embarrassed by the report of the government commission into human rights violations committed under the military," says human rights lawyer Gustavo Villalobos.

But with Gen Pinochet and his associates discredited, arguably the most important aspect of the report for Chile's new democracy concerns the way judges and the Supreme Court played along with the military. The judicial system had been undermined by a vast corpus of military laws, by special courts and by Pinochet-appointed judges who ensured that no action prospered against the abuses of the military regime. As part of the process of consolidating democracy, President Aylwin has announced an overhaul of the judiciary to make it more independent.

More generally, the past year has demonstrated that Chile has moved beyond the politico-economic system envisaged by the 1981 constitution. Gen Pinochet and his supporters planned for an indefinite period of "guided democracy" under an autocratic presidency and a subservient legislature before graduating to "adult" democracy.

To ensure that this remained the case, the upper house, the Senate, was given important blocking powers to prevent changes in the constitution, and the president was permitted to nominate nine of the 38 senators. The manner in which senators were elected in 1989 favoured Pinochet supporters, and as a result the Right can count on a block of 22 senators.

For the moment there is little the politicians can do to change the unsatisfactory constitution. They will have to rely on the old guard's good sense to understand that the constitutional safety valve intended to preserve "pinochetismo" without Pinochet are both unnecessary and counter-productive.

### US interest rates

## A remedy worse than the illness

By Lionel Stoleru

From the Second World War to 1980, inflation was a big problem for western countries, especially when, after the oil shocks of 1973 and 1979, it reached double digits. During the same period, interest rates were at levels below the inflation rates, partly wiping out savings.

Then came the revolution instigated by Paul Volcker, then chairman of the US Federal Reserve. At the end of 1979, he pushed US interest rates up to 20 per cent. Since then, they have remained above inflation; in other words, real rates are positive. Thanks to this revolution, double-digit inflation disappeared between 1980 and 1990 and savings went up, consistent with the capital needs of investment.

In the last six months, this picture has been radically changed by the policy of Alan Greenspan, Mr Volcker's successor at the Fed. During this period, the rate of federal funds went down continuously, although inflation went up. Graph lines representing these two rates almost crossed in January when 12-month inflation rose to 6.3 per cent and interest rates dropped to 6.5 per cent, bringing real interest rates almost to zero.

Optimists will judge that Mr Greenspan is simply looking for a short-term adjustment. On this view, the zero rate is intended only to move the US economy out of the recessionary cycle, by easing industrial investment and encouraging the recovery of the banking system and building sector. Inflation is expected to fall soon and real interest rates to become positive again. In fact, longer-term interest rates have remained positive.

But there is also a pessimistic view. Were real interest rates to remain at zero (or become negative), then we would go back to the situation prevailing in the 1970s, with high inflationary expectations and dwindling savings as returns diminished.

This would be exactly the reverse of what was intended in the 1980s. The capital needs of technological progress, economic reform in eastern

Europe and reconstruction in the Gulf create an excess demand for capital. Meeting the demand implies consistent efforts to raise savings throughout the world, and thus the maintenance of positive real interest rates at least equal to the general growth rate - that is, 2 per cent or 3 per cent.

As these inflationary pressures and this disequilibrium in the supply and demand for capital appeared, we would have to raise interest rates again, and again pay the price of Mr Volcker's revolution - temporary extremely high interest rates designed to bring down expectations.

Stop-go policy was never a good idea in the monetary field. We need stable money and stable interest rates. This is true for any currency; it is even more true for the dollar, which is the world currency. Therefore, bringing down dollar interest rates directly affects world equilibrium. Either yen, D-Mark and Ecu interest rates have to follow, or, if they do not, the gap creates huge disparities and exchange rates must adapt.

This is what is happening now. The dollar falls below a level that is economically reasonable and the D-Mark has to adjust, since taking account of east German reconstruction needs - German interest rates cannot go down without leading to a capital shortage.

The result is that this month we can observe a wide gap between real interest rates in the US (almost zero), Japan (about 3 per cent) and France and Germany (almost 6 per cent). Financial operators are therefore faced with opportunities to take advantage of differentials which could be dangerous.

Using US interest rates as a tool of short-term domestic economic policy might therefore be a remedy worse than the illness. Stable world growth needs stable, positive real interest rates roughly equal to the rate of growth. Let us not forget it.

The author is French minister of planning.

'Such a change in the nature of a government is a unique phenomenon in Latin America'

found an economic think-tank in Chile, admits its economic thinking has been influenced by the results of the Pinochet regime's restructuring of the economy.

He thus has no qualms about retaining the broad lines of the former regime's macro-economic objectives. In particular, he continues to believe it essential to stimulate export-led growth and plans to raise the share of exports in the gross domestic product from 30 per cent to 35 per cent by 1994.

State revenues (in that rare Latin American phenomenon, a balanced budget) are being directed far more towards social expenditure. "We are pursuing a conservative fiscal policy with progressive ends," he says. The

## LETTERS

### Training the employed comes first

From Mr T. Conn.  
Sir, Richard Layard ("Why the Tecs need new objectives", February 27, p. 10) considers it in real rather than theoretical terms. Also, the amount available for Tecs to spend on employed training is under 5 per cent of Tecs budgets, and probably considerably less than £1m per Tec.

The package proposed would mean that we in East Lancashire should spend 80 per cent of our funds or an additional £12m training 4,000 people, a

quarter of our unemployed, and that this will give them jobs that will generate more added value.

Where will those jobs come from? While a small number may arise from shortages, training the unemployed will not in itself create many jobs.

The way to create jobs is to improve higher level skills such as those in management, supervision, product design and development, so companies become more competitive.

This will mostly involve the employed which is why train-

ing for the employed is top of many Tec agendas. The importance of the programme is that it can be used to lever many times this amount from industry, so that it is not only a key programme to improve our economy and create jobs, but is also good value in terms of public expenditure.

Tony Conn,  
Chairman,  
East Lancashire Training and Enterprise Council,  
Suite 507, Glenfield Park Site 2,  
Northrop Avenue,  
Blackburn, Lancs.

### IMRO's role as drafter of rules

From Mr J.A. Morgan.  
Sir, Mr Wells in his letter of March 6 makes an eloquent plea for realism among financial services regulators; and he specifically mentions the activities of the Investment Management Regulatory Organisation.

It would be possible to take issue on specific points, but on the general purport of his complaint we can only agree: we share his concern that our rule-making process should be - still - occupying so much of our, and our members', time. The consultation programme is partly responsible, and Mr Wells clearly agrees with the principle of wide consultation; but our objective has been and still is to reach some certainty, and bring the process to a conclusion, as soon as we reasonably can.

Our proper business is regulation, not rule-drafting. The sooner we can concentrate on that, the better. We accept at least some of the complaint Mr Wells levels at us, but hope that achieving some finality will be thought worth the effort.

J.A. Morgan,  
chief executive,  
IMRO,  
Broadwalk House,  
5 Appold Street, EC2

### Putting paid to 'us and them'

From Mr Michael London.  
Sir, I was surprised that you gave so much prominence to a study of employee share ownership based on just one company ("It is still 'us and them'", March 7). The evidence of more extensive surveys of employee attitudes carried out by ourselves and the Involvement and Participation Association suggests that employees of companies with all-employee share schemes have more positive attitudes than those in companies without.

It is hardly surprising that the employee share schemes in the company concerned have not yet transformed employees' attitudes. Since it is a "privatised utility", it is probable that employees have owned the company's shares for a short time only and that the size of the reward derived from their shareholding has so far been small in comparison to their total income.

Moreover, improvements in employees' attitudes towards a company cannot be expected if the "us and them" attitude of managers is unchanged. Employee share ownership is only likely to be successful if it is accompanied by a commitment by the company to keep employees informed about the business and to consult them about important issues affecting the company.

Ownership of the company is much more meaningful to employees if they experience greater involvement as well as a financial reward. Michael London,  
The Wyatt Company (UK),  
Park Gate,  
21 Totterdell Street,  
London SW1

### Debtor days in southern Europe

From Mr Jean-Yves Lecort.  
Sir, I read with interest Charles Batchelor's article regarding debtor days in European countries ("Long costly waits for satisfaction", February 11). You do not seem to include Spain as a European country, which is a pity since further study would have illustrated a tendency in southern Europe to practise longer average credit days than in northern Europe.

This may be due to the banking system, in conjunction with the structure and nature of the distribution network,

when the clients' credits are usually supported by the supplier rather than by the banks.

Jean-Yves Lecort,  
partner,  
Weatherall Green & Smith,  
Torres de Colon,  
Plaza de Colon,  
28045 Madrid

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### Turkey's position as European and Islamic state

From Mr Nurver Nures.  
Sir, I should like to draw to your attention what I consider to be a number of misleading impressions given by your article on Turkey and the Gulf in the issue of February 27.

First, the remarks about Turkey's geo-political location made by Mr A. Kurtube Alpemodin while he was visiting the US are not quoted in full. Mr Alpemodin at no time said Turkey was not a European country. On the contrary, he emphasised that Turkey was both a European and a regional state. You may be interested to know that this was one of the messages of his mission to the US.

Turkey's geo-strategic location is unique. It is indeed a European, a Mediterranean, a Balkan and a Middle Eastern country. It has an important place in the Islamic world. As a secular Islamic state with European credentials, Turkey is not only Europe's gateway to the Middle East in cultural and

economic terms, but also a bridge between the world of Islam and the west. It is the only associate partner of the European Community which enjoys a treaty right to eventually become a full member.

Turkey is a founding member of the Council of Europe. Second, I take umbrage at the reference made to Turkey's so-called historical claims to the oil-rich Iraqi provinces. The fact that Turkey's president's name is linked to this reference adds insult to injury. Turkey lives by Atatürk's motto: "Peace at home, peace in the world."

The Turkish government throughout the Gulf crisis repeatedly underlined in official statements that the territorial integrity of the regional states should be strictly respected and preserved. It was for this very reason that Turkey, at an unbearable cost to its economy, fully applied from the very outset the sanctions imposed upon Iraq by the UN.

During operations, Turkey lent tactical support to the coalition forces by making its military installations available. This was all done due to the fact that Kuwait's territorial integrity was savagely violated. The author of the article is surely aware that by its very stance during the crisis Turkey contributed to the swift conclusion of the war, thus helping to save many lives.

Third, there is no question of Turkey making a bold pitch to improve ties with Saudi Arabia as such. Turkey not only enjoys historical and cultural ties with Saudi Arabia but has also maintained excellent relations with that kingdom since it gained statehood. In fact, Saudi Arabia responded to the firm stand taken by Turkey on the Gulf war by providing oil on a grant basis to our country.

Nurver Nures,  
ambassador,  
Turkish Embassy,  
43 Belgrave Square, SW1

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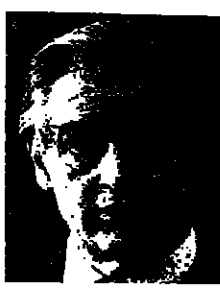






**INSIDE**

**Agnew's focus on the small screen**



Mr Agnew believes he is now facing his most intriguing business problem ever - bidding for an ITV franchise. Raymond Snoddy reports. Page 18

**Board changes at Ford Sellar**

Mr Irvine Sellar has been replaced as chairman of Ford Sellar Morris, the USM-quoted property company struggling to reduce its debts. Mr Ronnie Aitken will take over as Sellar's non-executive chairman. He already held the deputy post. Mr Sellar remains as chief executive, taking over the duties performed by Mr Tony Leyland, who has resigned to go to another company. Page 18

**Cavendish 29 per cent ahead**

Cavendish International Holdings, a property to energy company in the Hutchison Whampoa empire of Mr Li Ka-shing (left), increased after-tax consolidated profits of by 29 per cent from HK\$1,020m (\$130m) to HK\$1,320m in 1990. The major contribution came from associated companies and there was an extraordinary credit of HK\$147m from the disposal last July of the Hutchison group's 4.82 stake in Cable and Wireless of the UK. Page 19

**United Bus plans private issue**

United Bus, the majority-owned bus and coach subsidiary of DAF the Dutch commercial vehicle maker, is planning a private share issue totalling around £185m (\$49m). As a result of the issue some 60 per cent of the United Bus equity will be floated off chiefly to institutional investors and investment companies. Page 19

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Lorentz: keen on partnerships

**Bull warns of FF6bn loss**

By Alan Cane in Paris

**GROUP BULL**, the troubled French computer manufacturer, expects group losses for 1990 to exceed FF6bn (\$1.4bn). For 1989 the company incurred a deficit of FF2.7bn on sales of FF32.7bn. Operational losses for 1990 will be about FF3.2bn. This is in line with forecasts that Mr Francis Lorentz, the group chief executive, made late last year. However, total losses could reach FF6bn because of restructuring charges being agreed with the French government. Negotiations over the charges have delayed the announcement of Bull's 1990 financial results until the end of this month. Mr Lorentz said on Friday that

the group reorganisation plan, announced last year and designed to return Bull to profit by the end of 1992, was well under way. He identified three principal developments. ● By the end of 1991, the group's staff levels worldwide would be 20 per cent lower than on January 1, 1990. This indicated a loss of 8,000 jobs, or about 30 per cent of the workforce, since the group restructuring began in earnest in 1989. ● Significant rationalisation in management structure had been achieved and by the end of 1991, manufacturing would be reduced to six main sites. Manufacturing capacity, as indicated by head

count, was being reduced by 30 per cent. ● Next week, Bull would announce a new product architecture to underpin its entire future product strategy. This would tie together its proprietary designs with the industry standard products which were the fastest growing part of the computer business. Honeywell of the US and NEC of Japan hold 12.8 per cent and 15 per cent respectively of Bull HN, one of the group's operating units whose structure is being changed as a result of the restructuring plans. Mr Lorentz is keen for Bull to form partnerships and alliances

**Pan Am's future hangs in balance**

By Nikki Tait in New York

**THE FUTURE** of Pan Am, the cash-strapped US airline, hung in the balance yesterday. On Friday night the company failed to make a full loan repayment due to Bankers Trust and United Airlines. Pan Am's ability to make the repayment depends on whether it is allowed to sell its Heathrow route authorities to United Airlines for \$290m. This matter, which has been under discussion for four months, is currently the subject of intense negotiations between US and UK officials in Washington.

Yesterday, Pan Am remained "hopeful" that there would be a speedy and favourable outcome to the inter-governmental talks, which resumed on Thursday and have continued throughout the weekend.

Other parties to the talks, however, were less enthusiastic, although they noted that these discussions had persisted for four days, suggesting that progress was being made.

Pan Am, which has already sought protection from its creditors under Chapter 11 of the US Bankruptcy Code, also said it was continuing to seek an extension to the loan facility. It stressed that, in the meantime, flights were operating normally.

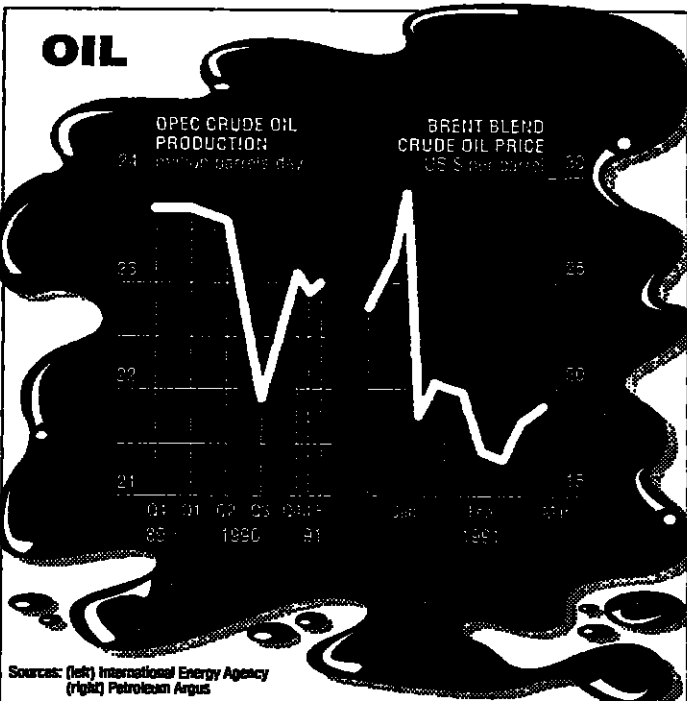
Pan Am is understood to have drawn down around \$100m of the \$150m loan facility provided by United and Bankers Trust.

The money was designed to tide the carrier over until the negotiations between the two governments allowed the proceeds of the Heathrow route sale to flow. Pan Am was attempting to negotiate an extension by the middle of last week, but on Friday Bankers Trust was emphatic that the deadline would stand. Some of Pan Am's operating assets have been used as collateral for the loan, giving the lenders a considerable potential say in the company's future.

Yesterday, United declined to discuss the status of the loan, or any further negotiations over an extension.

Aside from the Bankers Trust/United loan, the company faces a potential problem over a \$33m payment due on aircraft leases. There is a legal dispute over whether Chapter 11 gives a carrier protection from these sort of payments.

In Pan Am's case - in contrast to that of Continental, also in Chapter 11 - the bankruptcy judge has ruled that Chapter 11 does not give such protection. Pan Am, however, is able to appeal the judgment.



Sources: (left) International Energy Agency (right) Petroleum Argus

sent at the meeting and if so, by whom. Mr Issam Al-Chalabi, Iraq's former oil minister, was fired when he introduced petrol rationing last year. Iraq started the war over low oil prices and is unlikely to change its tune since it needs high revenues even more than before to rebuild its shattered country.

But it will be some time before sanctions are lifted and it could take longer to get oil flowing again.

The large stocks of oil in floating storage held by Saudi Arabia, Iran and Venezuela which were built as a hedge in case of wartime disruption to production are still hanging over the market. There may be no quick drawdown, since the storage of oil close to consumers gives producing countries more flexibility to exploit short-term market movements.

The market will remain worried about the timing of the disposal of these stocks. The oil

**Oil forum for a more assertive Saudi Arabia**

Any signs of disarray at today's Opec meeting could force prices sharply lower, writes Deborah Hargreaves

**W**hen ministers from the Organisation of Petroleum Exporting Countries (Opec) begin their meeting in Geneva today, they will want to send a clear signal to world markets of a willingness to rein back oil production if they are to prevent a slide in prices in the next three months. But, in the wake of the Gulf war and the changes it has wrought in the regional power structure of the Middle East, this meeting could see oil market logic subordinated to a jostle for power inside the Opec producers' tenacious coalition. Above all, it is likely to be a forum for Saudi Arabia's new assertive role.

Delegates will be watching anxiously for every sign of disarray among the 13-member organisation, which could shatter several dollars a barrel from the current oil price.

A widely-expected post-war plunge in oil prices has not materialised largely because the market has pinned its hopes on a cut in Opec output.

At talks in Vienna 10 days ago, six of the organisation's smaller producers underlined the need to staunch the flow of oil which has been running flat-out to replace Iraqi and Kuwaiti oil in the market since last year's invasion. Demand for Opec oil in the second quarter of this year is estimated to be up to 2m barrels below the cartel's current production rate of 23m barrels a day (b/d). Since Iraqi and Kuwaiti oil is not yet in the market - and is not expected to be on stream until much later in the year - producers would not have to trim

much off their output levels to match up with the call on their oil.

But the Opec meeting is unlikely to focus on a straightforward mathematical calculation. Saudi Arabia is in no mood to slash its own output levels after boosting its market share from a quarter of Opec production to a third since last August, thanks to hugely expensive investments.

To push this point home, the kingdom may be prepared to sacrifice short-term price stability for a larger piece of the action. "Saudi Arabia is playing the game for the long term and is prepared to see a rough second quarter to establish the principle of higher market share," says Mr Joe Stanislaw, at Cambridge Energy Research Associates in Paris. This implies that Saudi Arabia has no short-term price objective and could happily see oil prices fall several dollars below Opec's \$21-a-barrel target price in a bid to secure a larger slice of output for the long run.

One Opec delegate said that the kingdom will definitely be pushing to reward those producers which have boosted capacity during the Gulf crisis by expanding their official shares of overall production. Saudi Arabia, the United Arab Emirates and Venezuela are those producers which have invested to bring new capacity on stream and expect to remain producing at higher levels. Saudi Arabia's aspirations may mean that few hard decisions are taken at this week's meeting. The current buoyancy of the oil price has saved Opec from facing an

urgent need to curtail production and the prospect of a price decline has failed to move the organisation in the past.

This could see the meeting reaffirm the 22.5m b/d production ceiling which was established last July, entailing a cut in current output of only 500,000 b/d. But this may not be enough to comfort the oil market with demand at low levels and prices could move sharply lower.

"They may put off the hard decisions until June's meeting, when lower prices may force them to clarify some of the political issues such as how Iraqi oil may be accommodated back in Opec," says Mr Fares Mohamedi, senior economist at The Petroleum Finance Company in Washington.

Saudi Arabia may produce oil on behalf of Kuwait while the country is under reconstruction, with Kuwait paying back later in cash or oil deliveries. This would underline the kingdom's dominant position within Opec.

It is likely to be countered by Iran which is hoping to gain more clout inside Opec now that Saudi Arabia's insistence on keeping Iraq's quota on a par with that of Iraq will probably come to an end. Iran has traditionally pushed for higher prices with allies among the smaller producers; it could be willing to produce oil on behalf of Iraq.

Iran is expected to boost its capacity by over 1m b/d in the next two years. It might wish to stake its claim now for a higher market share in future. It is still unclear if Iraq will be repre-

**Economics Notebook**

**The heartening spirit of public-spending glasnost**

**PUBLIC** expenditure has always been the neglected part of Britain's peculiar two-stage annual Budget process.

So it is heartening to report that most government spending departments have willingly embraced a spirit of glasnost and decided to tell the public more about how they spend their income from taxes than ever before.

While Mr Norman Lamont, the chancellor, and his top Treasury officials have been closeted in pre-Budget purdah, the ministries have issued their own departmental reports, detailing planned spending for the coming 1991-92 financial year and giving an outline of their outlays in the two following years.

The new reports - 20 in all - flesh out the information provided in the chancellor's Autumn Statement. They replace the old Public Expenditure White Paper.

Making the spending departments responsible for their own reports has produced a remarkable variety of ways to present what was formerly very dull data. Some ministries, notably the Treasury itself and the Department of Energy, have stuck to the old formula of closely written text and compendious tables, although the report on the Chancellor of the Exchequer's own departments breaks new ground by including pie charts and other illustrations.

At the other extreme, the Home Office has produced a glossy work that could be mistaken for the annual report of an advertising consultancy. It was not for the cover price of £19.50. Mr Kenneth Baker grins from the first of its 95 stylish pages as if to dispel the impression that home affairs is a dour business involving pris-

ons, policemen and the like. The cult of personality is also apparent in the report on the Office of Arts and Libraries. This contains a full-page photograph of Mr Tim Kenton, the minister for arts, as well as colour pictures of Cezanne's "Allee a Chantilly" and a 17th harschord, which the nation has acquired in lieu of inheritance tax payments.

The best value award must go to the report of Mr Michael Heseltine's Department of the Environment, which provides 178 pages of clear and well-presented information for £17.20. But this is still a substantial sum. And although the reports in aggregate probably contain twice the information provided under the old system, the cost of obtaining them has risen sharply.

The spending departments have failed to take on board recent criticism levelled at the government for allowing prices for which it is responsible to rise more quickly than inflation. The Ministry of Defence, for example, is a clear, brief and straight-forward work with no flashy photographs and printed on recycled paper. Yet its £5 cover price is 56 per cent higher than that of last year's report.

The cost of the Home Office report has risen by £12.80 or 121 per cent over the past 12 months, which seems a big increase for 55 extra pages, even though they are glossy. It also seems to be less informative than many other reports. For example, it gives the 1990-91 Home Office publicly budgeted as £12.1m. But this particular reader had to turn to the previous year's report to find that equivalent spending in 1989-90 was much lower at about £5m. The high cost of the information is one reason why

Mr Andrew Likierman, professor of accounting and financial control at the London Business School, will give only "two cheers" to the new system of reporting.

But Mr Likierman, who has been campaigning for years to make government spending more accessible to the taxpayer, is nonetheless encouraged by what he reads. He calculates that the various departments have probably published some 1,800 pages of information about their spending plans over the past few weeks. In contrast, the entire Public Expenditure White Paper covered just 14 pages.

**Fiscal Boost**

Last week's news that Mr Andrew Dilnot has been appointed director of the independent Institute for Fiscal Studies at the tender age of 30 is encouraging proof that it is not always necessary to acquire a string of post graduate degrees to make progress in the economics profession. Mr Dilnot started working on a part time basis for the IFS while still in the second year of his Oxford BA Honours course in politics, philosophy and economics. On graduating in 1981, he decided to "take a risk" and join the IFS rather than continue his studies.

He has proved to be a prodigious writer on fiscal matters, with 84 learned articles and the joint authorship of two books to his name. Such output is typical of the IFS, which over the past 10 years has built up an unrivalled reputation for the spread and clarity of its analysis of tax matters.

Peter Norman

**Coopers & Lybrand cuts staff by 200**

By Philip Coggan in London

**COOPERS & Lybrand** Deloitte, the UK's largest accountancy firm, will be making 200 employees redundant over the next six months, out of its total workforce of almost 12,000.

The job losses are the most significant sign yet that the recession is affecting the accountancy sector, which has expanded substantially in recent years.

Mr Brandon Gough, joint senior partner, said that a combination of factors had left Coopers with 500 more employees than the market could absorb. "People are not leaving the firm at the same rate as nor-

mal," he said, because other accountancy groups were not recruiting. And although Coopers as a whole was doing more business than it was a year ago, certain areas of the business had suffered. "There are parts of the consultancy business where the balance of demand has been changed," Mr Gough said.

Mr Gough said it would be "foolish to say another round (of redundancies) is out of the question," but it was hoped the current measures would deal with the problem. The firm still plans to recruit substantial numbers of staff this year.

**Maxwell makes last try for NY Daily News deal**

By Alan Friedman in New York

**MR ROBERT MAXWELL**, the UK publisher, returned to New York last night on a last-ditch effort to reach agreement with striking unions at the New York Daily News. He has said he will buy the loss-making tabloid if the paper's unions will co-operate in negotiating big job cuts.

He began the talks last Thursday after the Tribune Company of Chicago - parent of the Daily News - said it signed a letter of intent to sell the newspaper to Mr Maxwell if he could agree a deal with the unions. Tribune has said it will close the newspaper by March 15 if it is not sold. It has set a deadline of this morning for Mr Maxwell and the unions to reach agreement.

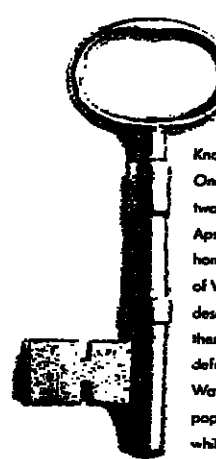
Mr Maxwell is seeking \$70m (£37.2m) of cost reductions from the nine striking Daily News unions. The strike has crippled the paper, caused the loss of most of its advertising and halved its circulation from

1.2m since last October. The \$70m of expense cuts translates into 800 jobs, one third of the union positions at the newspaper. On Saturday evening, after two days of round-the-clock talks, Mr Maxwell checked out of his suite at the Waldorf Astoria and flew to London, saying he was less optimistic about buying the Daily News.

The newspaper lost \$100m last year and has forecast a \$60m loss in the first quarter of 1991. Mr Maxwell told reporters on Saturday he was flying back to London to celebrate his wife's birthday and his 46th wedding anniversary, but that he would return to New York by last night in order to carry on the talks.

Mr George McDonald, the president of the Allied Printing Trades Council, the strikers' umbrella group, was enthusiastic at the start of the Maxwell talks. But he was quoted yesterday as saying "we are far apart".

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COMPANIES AND FINANCE

# Ronnie Aitken steps up at debt-laden Ford Sellar

By Jane Fuller

FORD SELLAR Morris, the USM-quoted property company struggling to reduce debts of £132m, has replaced Mr Irvine Sellar as chairman.

Mr Ronnie Aitken, who has been involved in a financial salvage operation at Courtney Pope Holdings, the shop fitter and engineer, will take over as FSM's non-executive chairman. He already held the deputy post.

Mr Sellar remains as chief executive, taking over the duties performed by Mr Tony Leyland, who has resigned to go to another company.

Just over a week ago FSM disclosed that it was discussing the rescheduling of its bank

debts. Friday's news of the management shake-up was made after the stock market closed when FSM's share price stood at 18p, little more than a tenth of its 1989 high.

That was the year that FSM paid £84m for Brookmount, another property group. The deal was funded by a loan from Bankers Trust and the combined group's initial gearing was about 200 per cent.

With the help of disposals, £72m was cut from borrowings by last April, but they still stood at £132m. Nevertheless, pre-tax profit for the year increased to £25.4m (£14.2m).

When those results were announced in July, Mr Sellar

said rental growth and the pre-letting of development properties augured well for the current year's results. But the six months to October 31 saw pre-tax profit fall from £12m to £5m following delays in completing developments.

Borrowings had risen to £132m by that date and the six-monthly interest costs were £7.1m with a further £1.7m capitalised. The interim dividend was passed.

Mr Aitken, who is regarded as a company doctor, has recently been involved in putting six subsidiaries of Courtney Pope into receivership to try to save the rest of the group.

## Row looming over Trade Indemnity rate rises

By Richard Lapper

TRADE INDEMNITY, the country's biggest trade credit insurer, could become embroiled in a row with specialist credit insurance brokers following its recent decision to raise premiums and reduce commission rates paid to intermediaries.

TI, which recently reported record pre-tax losses, says that it took the decision to increase premium rates by an average of 40 per cent "with its eyes open". But according to one leading trade credit insurance broker TI runs the risk of losing business to European companies who have recently entered the UK market.

TI said the premium increases are necessary following a sharp rise in reported claims. In some sectors companies could face increases of well over 40 per cent.

Currently a company could typically pay a premium of about 4 per cent of its turnover (depending on the company's business and record).

But Mr Bryan Squibb, marketing director of the Credit Insurance Association, an independent broker specialising in credit insurance, believes that "the market will not stand" for the rate hikes.

He said that Hermes Kreditversicherung, the German company, and Nederlandse Credietverzekering Maatschappij (NCM), of the Netherlands, in particular, have been seeking business in the UK.

NCM is reported to have set up policies for about 100 British companies during 1990.

Since none of the newcomers have exposure in the UK they have escaped the underwriting losses which forced TI to make provisions of £40m for potential losses in its 1989 and 1990 business.

TI said that it was experiencing "very little resistance" to the premium increases it was seeking. Mr Charles McCartan, associate director, said that he believed that "most companies were not prepared to come into the UK market on a 'cost-cutting basis'".

TI said that broker protests are influenced by the decision last week to reduce brokerage commissions paid to them from an average of 20 per cent to 15 per cent.

## Putting together the jigsaw Raymond Snoddy examines the TVS franchise bid

MR RUDOLPH Agnew, the recently appointed chairman of TVS Entertainment, is used to big numbers and large risks. As former chairman of Consolidated Gold Fields, the British-based mining company, he survived a hostile bid from Minorco before succumbing in 1989 to Lord Hanson and a £3.3bn offer.

Yet Mr Agnew believes he is now facing his most intriguing business problem ever - bidding for an ITV franchise.

"It's like trying to do a jigsaw without a picture and without any edges," says Mr Agnew who is a lover of jigsaws.

Even after half a lifetime coping with assessing complex risks in the international mining business, he is scratching his head at the bizarre nature of the competitive tenders the Government has created and the totally contradictory aims of quality and highest bids.

"It's a monetary system imposed on a Galskell/Butler concept of responsible television," he says.

The Agnew jigsaw is, however, more complicated than that of any of the other appli-

cants who must submit their bids to the Independent Television Commission by May 15.

He was put in as chairman of TVS in December on the advice of Elschroder Wagg, acting on behalf of shareholders. The task was to try to turn a company that was everyone's favourite loser into one capable of retaining its lucrative south of England franchise. The central problem was the £320m purchase in 1988 of MTM, the US production company.

The ambitious move into Hollywood by the TVS founder, Mr James Galtard, turned into a millstone round the company's neck and dragged its share price dangerously down - from 84p in 1988 to 60p last year. Mr Galtard resigned in February.

Mr Agnew's main priority now is to sell MTM and do so before May 15, so that TVS can put in a "clean" bid without unresolved financial questions.

"If we can do it at all we can do it by then," Mr Agnew says. The Walt Disney Company made an offer but it was unacceptable. Now five companies are doing due diligence. The company that cost £320m

is likely to go for something in the region of \$100m.

The selling of MTM is part of a process of taking TVS back to its origins as an ITV contractor. Another piece of the jigsaw was to ensure that the company "was no longer dominated by one man" and to put together an executive team to bid for the franchise.

The next piece of the jigsaw involves ensuring that TVS goes into the bidding with a realistic cost structure capable of seeing off rivals.

This will involve further job cuts although no final numbers have been decided. A debate is still continuing in the company about how great the future commitment to making programmes for the national network should be in addition to its regional programmes.

It is likely however that the staffing levels for a new franchise beginning in 1993 would be around 500-600 rather than the present 800-900.

Mr Agnew believes that TVS has served its region well and that the preparations for the bid are going extremely well.

But as the chairman of a public company there are other problems and uncertainties for



Rudolph Agnew: used to large risks

him to consider when putting in the bid. How much of the future profits of the company should go to shareholders and how much to the Treasury in the form of the bid. And what if someone else bids £4m more. "Is Mammon or God going to win this?" Mr Agnew asks.

The uncertainty will remain until the envelopes are opened at the ITV but Mr Agnew believes the TVS has moved from being a likely loser to having a very good chance of regaining its franchise.

TVS has moved from 10-1 against to "evens" says Mr Agnew, who is skilled at risk and reward assessment on horses as well as mining companies.

## Crown Comms debts to be cut by third

By Jane Fuller

Crown Communications, the USM-quoted broadcasting company which owns the LBC radio stations, will cut its debt by more than a third through the sale of a stake in Southern Radio and a compensation payment from British Sky Broadcasting.

The 24 per cent stake in Southern, which includes Ocean Sound in Hampshire and Southern Sound in Sussex, is to be sold for £2.8m (£7.5p a share) to Lord Romney. As he is a Crown director, the sale is subject to shareholders' consent.

Another £2.8m will come in by September from BSkyB to cover profits lost on the new programmes that Crown would have made for British Satellite Broadcasting had it stayed separate from Sky. The arrangement includes the recovery of an additional £1.2m in expenses.

The sale proceeds and the compensation should reduce Crown's £18m debt to less than £12m. But this is still short of Crown's target of halving its debt, which means that other radio investments may have to be sold. These include a 33 per cent stake in Radio Forth, which has been getting closer to Radio Clyde through their intended joint bid for the first independent national radio licence.

## Microvitec makes £6.2m share offer for Logitek

By Michio Nakamoto

MICROVITEC, the USM-quoted computer peripherals manufacturer, has made a conditional £6.2m share offer for Logitek, the computer services group, in which it already holds an 4.4 per cent stake.

The offer values each Logitek share at 34p, compared with the Friday closing price of 28p, up 2p. Microvitec rose 1p to 19p.

The offer is subject to certain pre-conditions, one of which relates to the financial position of Logitek.

In January, Logitek announced that pre-tax profit for the six months ended September 30 1990 fell to £145,000 (£1.31m) following a provision for a customer dispute.

The interim dividend was passed and the interest bill of £891,000 was only narrowly covered by an operating profit of £238,000.

At the same time the resignation of Mr Michael Brooke, managing director, was announced, and the shares fell to 10p.

## FKI sells Dutch offshoot for £11m

FKI, the electrical products and engineering group which demerged from Babcock International in August 1989, has sold its Dutch subsidiary for £11m cash, writes Jane Fuller.

The disposal of Spaans Babcock, which made £900,000 pre-tax profit in 1989-90, will help to reduce FKI's borrowings, which stood at £28m (gearing of 34 per cent) on September 30. The net assets being sold were valued at £9.3m.

Spaans, which makes Archimedes screw pumps, is being sold to Topic BV, a vehicle for Mr Wout van Bavel, Spaans's managing director, and institutional backers which include Troy Group and Citicorp Venture Capital.

## Inoco losses more than double to £6m

Inoco, the oil and property development company, saw its pre-tax loss more than double to £6.1m in 1989.

The decline, from a loss of £2.7m in 1988, followed a near 50 per cent increase in interest charges to £10.3m.

For the second year running, no dividend is proposed. Loss per share came to 2.79p (1.8p).

An exceptional provision of £1.8m was made against Forth Investments, formerly Edinburgh Hibernian, which includes the football club.

In December, bank borrowings totalled £74m, giving gearing of 106 per cent. Part of the £4m underwritten facilities have been negotiated since the year-end.

## Tisch family is Saatchi underwriter

The wealthy Tisch family of New York is one of the underwriters of Saatchi & Saatchi's rights issue, writes Maggie Urry.

The advertising group could face a test as the rights issue as much as 2.6 per cent of its shares could end up in the Tisch family's hands.

Mr Lawrence Tisch, who is chief executive officer of CBS, and his brother Mr Preston Tisch and their associates, are underwriting £4.1m of the £55m rights issue.

They are involved as co-investors to ESI Partners, a Dallas-based investment group, along with a number of others.

ESI is underwriting £4.8m of the issue and the consortium, including the Tisch family, are underwriting £12.7m.

The leading underwriters are SG Warburg and J Rothschild Holdings. The latter took on £16m and the former has a £21.5m commitment, most of which has been sub-underwritten.

CROSS BORDER M&A DEALS				
BIDDER/INVESTOR	TARGET	SECTOR	VALUE	COMMENT
Otto-Versand (Germany)	Grattan (UK)	Mail Order	£151m	Next backs improved offer
Lonrho	Harpener (Germany)	Industrial holding company	£91m	19.95% stake sought
Hammond Kennedy Whitney Globe Data Systems (US)		Printing	£3.8m	UK's Ferguson International the seller
Beloit Corporation (US)	Fabryka Maszyn Papierniczych Pampy (Poland)	Pulp & paper machinery	£3.7m	First Polish privatisation by trade sale
Melville Group (UK)	Dispoes (France)	Exhibition stands	£3.1m	Melville buys 50 per cent + option for rest
Gillette (US)/Lombards (Soviet Union)	Joint Venture	Shaving products	n/a	G's Soviet manufacturing debut
Volkswagen (Germany)/BAZ (Czechoslovakia)	Joint Venture	Car assembly	£20m	VW's second Czech JV
Cantieri Poesillipo (Italy)	Olympic Marine (Greece)	Ship Building	£2.9m	First x-border privatisation
Acor (France)	Regal Inns + Chalet Suisse (both US)	Motels	£55m	Further US growth for Acor
Woodwich Building Society (UK)	Banque Immobiliere de Credit (France)	Mortgage finance	n/a	Another Midland non-core disposal

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## 1990 Second Interim Dividend

For the purpose of calculating the number of new shares to be allotted to shareholders who have elected to receive the 1990 Second Interim Dividend of HK\$0.26 per share in scrip, the average of the closing price of the existing shares on The Stock Exchange of Hong Kong Limited on each of the five trading days following the closure of the Register of Shareholders on 2 March 1991 was HK\$5.72. The number of new shares which such shareholders will receive will be calculated as follows:

Number of shares held x HK\$0.26 / HK\$5.72

Fractional entitlements will be ignored.

By Order of the Board  
R G Barber  
Secretary

Hong Kong, 11 March 1991

Prices for electricity determined for the purposes of the electricity pooling and settlement arrangements in England and Wales.			
Period	Pool price	Pool price	Pool price
10 hour period	Pool price	Pool price	Pool price
0000	15.78	15.37	15.37
0100	15.78	15.37	15.37
0200	15.78	15.37	15.37
0300	15.78	15.37	15.37
0400	15.78	15.37	15.37
0500	15.78	15.37	15.37
0600	15.78	15.37	15.37
0700	15.78	15.37	15.37
0800	15.78	15.37	15.37
0900	15.78	15.37	15.37
1000	15.78	15.37	15.37
1100	15.78	15.37	15.37
1200	15.78	15.37	15.37
1300	15.78	15.37	15.37
1400	15.78	15.37	15.37
1500	15.78	15.37	15.37
1600	15.78	15.37	15.37
1700	15.78	15.37	15.37
1800	15.78	15.37	15.37
1900	15.78	15.37	15.37
2000	15.78	15.37	15.37
2100	15.78	15.37	15.37
2200	15.78	15.37	15.37
2300	15.78	15.37	15.37
2400	15.78	15.37	15.37

### ISTITUTO BANCARIO SAN PAOLO DI TORINO

LONDON BRANCH

£7,000,000,000

Floating Rate

Depository Receipts

Due 1994

Issued by The Law Debenture Trust Corporation plc in connection with the payment of principal and interest in respect of deposits with Istituto Bancario San Paolo di Torino, London Branch.

Notice is hereby given that the Rate of Interest for the Interest Period from 9th March, 1991 to 9th September, 1991 is 6.875 per annum. Interest payable on 9th September, 1991 will amount to £1,721,554 per US\$100,000 principal amount of the Receipts.

Agent Bank

The Long-Term Credit Bank of Japan, Limited

Tokyo

### WERELDHAVE N.V.

(Investment company with variable capital, incorporated in the Netherlands)

23 Nassaulaan, 2514 JT The Hague, The Netherlands

#### Shareholders' meeting

Notice is hereby given that the Annual General Meeting of Shareholders of the Company will be held at the Frommestraat Hotel, Van Stolkweg 1, The Hague, The Netherlands, at 11.00 a.m. on Wednesday, 27th March 1991.

The subjects on the Agenda are: Annual Report of the Board of Management; Approval of the Accounts for 1990, including the proposed dividend of Dfl. 8.- in cash; Appointment of Members of the Supervisory Board; Questions before closure of the meeting.

The Agenda for the meeting and the documents containing the information with respect to the persons, proposed by the Meeting of Shareholders for the appointment as Member of the Supervisory Board as required by Article 142, paragraph 3, Book 2 of the Civil Code are, as from today, available free of charge to shareholders and usufructuaries with voting rights at the Company's Office, 23 Nassaulaan, The Hague, and at the offices of the banks mentioned in the paragraph 'Shareholders' Rights' below.

#### Shareholders' Rights

Shareholders and usufructuaries with voting rights who wish to attend the meeting must deposit their shares or deposit receipts from a member of the Vereniging voor de Effectenhandel ("Association of Members of the Amsterdam Stock Exchange") on or before 22nd March 1991 at the Offices of the Company, 23 Nassaulaan, The Hague, or at the Offices of Pierson, Heijding & Pierson N.V., Keizersgracht 129, Amsterdam-Rotterdam Bank N.V., Algemene Bank Nederland N.V., Bank Mees & Hope NV and Credit Lyonnais Bank Nederland N.V. at their respective branches in Amsterdam, The Hague, Rotterdam and Utrecht, or at the offices of the Generale Bank, Bank Brussel Lambert and Kredietbank in Brussels or of Morgan Grenfell & Co. Limited, New Issue Department, 72 London Wall, London EC2M 5NL, where arrangements may also be made for voting by proxy.

Annual Report and Accounts 1990

Copies of the Annual Report and Accounts (translated into English) may be obtained in the United Kingdom from Morgan Grenfell & Co. Limited, New Issue Department, 72 London Wall, London EC2M 5NL or from Cassano & Co., 12 Tokenhouse Yard, London EC2R 7AN, after 12th March 1991.

The Hague, 11 March, 1991.

By order of the Board of Management.

### Espirito Santo Financial Holding S.A.

société anonyme holding

Registered Office: 37, rue Notre-Dame, Luxembourg

R.C. Luxembourg: B-22232

#### Notice to Shareholders

An extraordinary general meeting of shareholders of the Company is hereby convened to be held at 10 a.m. on 27th March, 1991 at the registered office of the Company with the following agenda:

To consider resolutions for the amendment of article 3, 5th paragraph of the Articles of Incorporation so as to provide therein authorisation for the Board of Directors to cancel or limit the preferential subscription right of the existing shareholders in respect of new shares issued within the authorised capital of the Company for the time being.

In order that resolutions on the above agenda be passed, holders of not less than one-half of the outstanding shares of the Company must be present or represented at the meeting and holders of not less than two-thirds of the shares held by holders present or represented at the meeting must vote in favour.

The holders of bearer shares are requested to deposit their shares at least three bank business days before the meeting with a bank or other financial institution and provide the domiciliary agent of the Company, Krediettrust, 11, rue Aldringen, L-1118 Luxembourg, evidence thereof and/or any proxy.

The Board of Directors.

### U.S. \$150,000,000

# Bank of Ireland

(Established in Ireland by Charter in 1783, and having limited liability)

#### Undated Floating Rate Primary Capital Notes

In accordance with the provisions of the Notes, notice is hereby given that for the three month interest period from March 11, 1991 to June 11, 1991 the Notes will carry an Interest Rate of 7 1/4% per annum. The interest payable on the relevant interest payment date, June 11, 1991 will be U.S. \$180.49 per U.S. \$10,000 principal amount.

By: The Chase Manhattan Bank, N.A.  
London, Agent Bank

March 11, 1991

# Standard Chartered

## Standard Chartered PLC

(Incorporated with limited liability in England)

#### US\$400,000,000 Undated Primary Capital Floating Rate Notes

In accordance with the provisions of the Notes, notice is hereby given that for the Interest Determination period from 11th March, 1991 to 11th April, 1991 the Notes will carry interest at the rate of 7 per cent. per annum.

Interest accrued to 11th April, 1991 and payable on 9th July, 1991 will amount to US\$60.28 per US\$10,000 Note and US\$602.78 per US\$100,000 Note.

Chartered WestLB Limited  
Agent Bank

# Standard Chartered

## Standard Chartered PLC

(Incorporated with limited liability in England)

#### US\$400,000,000 Undated Primary Capital Floating Rate Notes

In accordance with the provisions of the Notes, notice is hereby given that for the Interest Determination period from 11th March, 1991 to 11th April, 1991 the Notes will carry interest at the rate of 7 per cent. per annum.

Interest accrued to 11th April, 1991 and payable on 9th July, 1991 will amount to US\$60.28 per US\$10,000 Note and US\$602.78 per US\$100,000 Note.

Chartered WestLB Limited  
Agent Bank











## INTERNATIONAL CAPITAL MARKETS

## SYNDICATED LENDING

## Saudis balk at 'negative pledges'

A \$3.5BN loan for Saudi Arabia, being raised from more than a dozen banks led by J.P. Morgan, is still awaiting signature. The lending group was together by the middle of last month, but one reason the three-year credit has yet to be completed, according to those familiar with the transaction, is that the Saudis are balking at some of the clauses attached to the loan's legal documentation.

The Saudis are new to international borrowing and they are especially sensitive to it because of their concerns, based on the Islamic proscription against usury, about paying interest. However, there are other issues that bankers and lawyers say are likely to annoy them.

On the face of it, the restrictions banks usually attach to such loans might be seen as a significant constraint on the freedom of action of a sovereign government. Perhaps the most troublesome are the so-called "negative pledge" clauses, which stop borrowers from pledging their assets to others.

This could, for example, limit the right of a state airline to borrow against the collateral of its aircraft or the government to borrow using future oil deliveries as security.

Banks almost always insist these days on being specifically permitted to transfer their loans to other banks. The Saudis could want some say over where these loans may be sold.

They may also be bothered by the customary default clauses. These can be long and

specific, and open up the possibility of cross defaults on other borrowings, should the Saudis be expected to borrow more.

Scepticism about these clauses is being expressed by lenders too. One gloomy banker was last week suggesting his carefully worded loan agreements with Iraq were barely worth the paper they were written on, in fact, banks have rarely pursued sovereign borrowers to rectify default, as the third world debt crisis has shown.

So what is the point of these elaborate documents, apart from helping to keep armies of lawyers in luxury? Lawyers make the following points: banks, particularly in the US, are subject to close internal audits.

Tight loan documentation is needed to pass this test. Furthermore, even though difficult to enforce, loan agreements provide banks with a stronger negotiating hand when it comes to acts of default. It also protects banks against other banks - preventing the settlement of claims by one bank over those of others in its syndicate, and providing protection to one lending syndicate against others.

Amoco Exploration is raising up to \$550m over 10 years through Barclays Bank and National Westminster. The funds are being raised on a "best efforts" basis and the loan is not underwritten. The credit, to refinance existing loans and to finance UK oil exploration, carries an interest margin over interbank rates of 45 basis points, rising to 50 after three years, and 60 after seven years. Commitment fees rise from 20 to 25 to 30 basis points.

The US sports shoes manufacturer, Reebok, is raising up to \$400m from international banks. The revolving credit is fully underwritten by Credit Suisse and Credit Suisse First Boston. It has a four-year maturity, with an average life of about 2 1/2 years. Interest margins, depending on debt-to-capitalisation ratios, range from 60 basis points to 200. The funds are to buy back a stake in the company from the UK's Pentland Group.

Stephen Fidler

## INTERNATIONAL EQUITIES

## Europeans make aggressive approaches to US

EUROPEAN investors have regained their appetite for US equity. As the US stock market reached record highs last week, cash-rich international investors were at last forced off the fence.

Many European fund managers, who may have missed the initial rally, are now buying US stocks quite aggressively, taking the view that the bull run in US equities still has some way to go. With pent-up demand among US companies seeking to issue equity, a growing supply of US shares is on its way to Europe.

There is a strong trend for US equity offerings to include international tranches, reserved for distribution outside the US and Canada.

Although roadshows in Europe increase costs for issuers, many companies feel that international distribution can establish a useful buffer for tougher markets.

Bankers say that the specific allocation of shares in an international tranche, with an international syndicate, is the best way of focusing attention on

European distribution. But some nominally domestic US deals have also been partly placed in Europe and the Far East.

This marks a stark contrast with the last six months of 1990, when there was only sporadic placement of US equity in Europe, and several deals had to be cancelled due to lack of investor demand.

"Asset allocation for the US hit a real low last year," said one banker. "That is changing now."

The main incentive seems to be that the dollar is widely perceived to have hit its lows, and to be set to appreciate against European currencies. "Last year, an investor could get the stock right and lose 15 per cent or 20 per cent on the currency," one banker observed.

There is also a widespread perception that the economic cycle is turning, and it is time to shift from bonds and money markets into equities, a trend led by the US market.

Accordingly, there has been a broadening of interest away from defensive stocks. While

economic recession was expected to endure, institutions concentrated on recession-proof stocks like utilities and food. But they are now focusing on cyclical stocks, which produce better returns in a bull market. However, investors are still rather cautious about perceived problem areas like the US banking sector.

"Some deals have gone better than others," said an official at Credit Suisse First Boston. "This is not an environment where the fish are feeding and they will eat anything."

Over the past five years, the trend among large companies has been, if anything, to buy back their own shares, rather than to issue new stock. The limited range of share offerings to emerge was mostly for small companies, little known in Europe. Now the renewed presence of large US companies, for which European investors are familiar with, is boosting European interest in the market.

Further, some companies which were taken private through management buy-outs

in the 1980s are now going public again. An example is vehicle parts supplier Autovox, subject of a buy-out arranged by Kohlberg Kravis Roberts. It is to issue 3.25m shares worth approximately \$60m, via Goldman Sachs, with a \$12m international tranche.

Meanwhile, a range of new offerings is in the works. Chilly's, a US chain of 172 restaurants, is preparing an offering of 1.65m shares, valued at around \$50m, via Goldman Sachs. The deal, with a \$20m international tranche, is expected to emerge this month.

Also in the next few weeks, Destec, a wholly-owned subsidiary of Dow Chemical, is bringing an initial public offering totalling \$370m, with a \$45m international tranche, and Dell Computer is bringing a \$90m offering, with \$17m international, both via Goldman Sachs. An initial public offering for Automotive Parts and Accessories Companies is scheduled for early April.

First Brands, a US vehicle products firm, has filed an issue of 10.5m shares, of which

a \$50m international tranche will be placed in Europe, via Credit Suisse First Boston. A deal for health and medical group Take Care will also have an international tranche. Even in difficult areas, like the US banking sector, bankers report some European interest. For example, part of Citicorp's stock offering last week was said to have been placed in Europe.

Demand for US airline stocks, out of favour for some time, is recovering. An offering of 1.5m United Airlines shares worth around \$220m, which is due to be priced this week via Morgan Stanley, includes an international tranche of 200,000 shares, worth around \$30m for placement outside the US and Canada. Dealers said that a successful transaction for American Airlines earlier this year set the stage for this UAL deal. Other US airlines are expected to take advantage of the market improvement.

However, it has not all been plain sailing. A deal for aluminium company Kaiser, via Merrill Lynch, was cancelled

when the issuer would not agree to price the shares to suit investor demand. However, dealers said there had been healthy European interest in the offering.

Dealers say the increased placement in Europe is matched by growing demand from Japan, where institutions have decided it is time to re-invest in US markets, after repatriating substantial amounts of funds last year.

With the Dow Jones index hovering around 3,000, up from 2,810 a month ago, dealers also report a growing volume of US equity block trades in Europe.

Having first focused on the US market, fund managers are also turning their attention to other stock markets which have performed well. Bankers are working on equity and convertible bond offerings for companies from a broad range of countries. Lower interest rates in the UK, for example, are likely to encourage UK companies to issue convertible bonds.

Tracy Corrigan

## NEW INTERNATIONAL BOND ISSUES

Borrowers	Amount m.	Maturity	Av. life years	Coupon %	Price	Book runner	Offer yield %
<b>US DOLLARS</b>							
Swiss Bk.Finance†	150	1996	5	8 1/4	101.78	SBC	7.805
Royal Hotel†	100	1995	4	4 1/2	100	Nomura International	4.125
PT Astra(S)†	125	2006	15	6 1/2	100	Morgan Stanley Int.	6.750
SEK†	700	1996	5	8 3/4	99.75	Morgan Stanley Int.	8.438
Tokyo Construction(S)†	170	1995	4	4 1/4	100	Yamachi International	4.250
Sumitomo Bakelite(S)†	120	1995	4	4 1/4	100	Nomura International	4.250
EIB†	300	1999	8	8 1/2	99.80	Credit Lyonnais	8.881
Nishio Wai UK†	30	1996	5	8 1/2	101 1/2	Dai-ichi Kangyo Bank	8.092
<b>ECUs</b>							
Credipol O'asis Bank†	300	1996	5	9 1/4	101 1/4	West LB	8.388
<b>CANADIAN DOLLARS</b>							
Province of Quebec†	250	1998	8	10 1/2	101.35	Scotia Moresco	10.143
Enbridge(S)†	125	1994	-	10 1/4	99.95	Goldman Sachs Int.	10.100
<b>AUSTRALIAN DOLLARS</b>							
Unilever(Australia)†	125	1998	7	12	101.05	Deutsche Bk.Cap.Mkts.	11.772
GMAC Australia(Fin.)†	75	1994	3	13	101 1/2	Hambros Bank	12.371
Toronto-Dominion Aus.†	75	1994	3	12 1/4	101.55	Westpac Banking Corp.	11.487
Motil Aus.Fin.Co.†	100	1997	6	12	100 1/2	Westpac Banking Corp.	11.848
State Bank of NSW†	100	1998	5	11 1/4	99 1/4	Deutsche Bk.Cap.Mkts.	11.819
<b>D-MARKS</b>							
Nat.Bk.of Hungary†	200	1996	5	10 1/2	99.75	Commerzbank AG	10.667
Shows Leasing Co.(b)†	55	1996	5	(b)	100	Sumitomo Bk. AG	-
Riken Corp(S)†	100	1995	4	4 1/2	100	Dresdner Bank AG	4.500
Yonekyu Corp.†	45	1995	4	4 1/2	100	Nomura Bank(Deutsch.)	4.375
KYC Machine(S)†	50	1995	4	4 1/2	100	Nikko Secs.GmbH	4.500
Salomon Brothers AG†	50	1993	2	10 1/2	101	Salomon Brothers AG	10.048
<b>FRANCHISES</b>							
Credit National(S)†	700	1999	8	9 1/4	100	Societe Generale	9.250
GECCI†	750	1995	4	9 1/2	101.16	Paribas Cap.Mkts.	9.077
Sanque Paribas†	1bn	1999	8	9 1/2	100	Paribas Cap.Mkts.	9.500
<b>SWISS FRANCES</b>							
Finland Real Est.Bk.†	75	1996	-	7 1/4	101 1/4	J.Henry Schroder Bk.	6.732
Helio Shotel(S)†	30	1995	-	5 1/2	100	Nomura Bank(Swiss)	5.494
Kito Corp.(S)†	22	1995	-	5 1/2	100	Nomura Bank(Swiss)	5.500
Nitoku Engine.Co.(S)†	50	1995	-	5 1/2	100	Yamachi Bank(Swiss)	5.812
Prov.of Saskatchewan(S)†	200	2001	-	7 1/2	101 1/2	Credit Suisse	7.438
VE Data Inc.†	20	1998	-	7 1/2	100 1/4	UBS	6.519
Philip Morris Co.(S)†	300	1996	-	7	102	Credit Suisse	-
<b>LIRE</b>							
ECSC†	450bn	1996	5	11 1/2	101.70	Is.Bancario S' Paolo	11.410
<b>PESETAS</b>							
Int.Fin.Corp.†	8bn	1996	5	13 1/4	101.82	Banco Exterior de Esp.	12.914
<b>YEN</b>							
Nippon Seiko KK†	20bn	1998	7 1/4	7.2	101.6	Yamachi Int.(Euro.)	6.804
Republic of Finlnd†	50bn	1996	5	6 1/4	99.55	IBJ International	6.547
Taisei Real Est.Dev.†	50bn	1996	5 1/4	7 1/4	101.87	Daito Securities	6.828
Mitsui Real Est.Dev.†	40bn	1996	7 1/4	7	101 1/4	Nomura International	6.746
Eurobank†	30bn	1994	3	6 1/2	96 1/4	Nikko Secs.Co.(Euro.)	6.870
Osaka†	10bn	1992	1	9	100 1/4	Nippon Credit Int.	6.855
Swedbank†	5bn	1994	3	6 1/2	101 1/4	Mitsubishi Trust Int.	6.404
<b>LUXEMBOURG FRANCES</b>							
ASLK-CGER IFICO(S)†	1.1bn	1999	8	9 1/4	102	Banque UCL	8.880
BGL†	1bn	1998	7	9 1/4	102	BGL	8.731
Gefin†	1bn	1998	8	9 1/4	101.9	BGL	8.794

## INVITATION

## to Subscribe New Participation Certificates of ATS 100 Nominal Value Each

Notice is hereby given to the holders of Participation Certificates of Raiffeisen Zentralbank Österreich Aktiengesellschaft ("RZB-Austria") of the issue of new Participation Certificates of ATS 100 nominal value each. The new Participation Certificates will be entitled to dividends from 1st April, 1991. Provided that there is sufficient distributable profit in such year, there will be a fixed dividend of seven per cent of the nominal value. If the fixed dividend on the new Participation Certificates is not paid in full, the unpaid amount will not have to be paid out of the distributable profits of the following business years. Other conditions will remain the same as for the Participation Certificates issued by RZB-Austria (formerly: Genossenschaftliche Zentralbank Aktiengesellschaft, GZB-Vienna) in 1987.

The new issue was authorized at the shareholders' general meeting held on 10th September, 1990 and by the decision of the board of 25th February, 1991.

From 13th March, 1991 until and including 28th March, 1991 holders of Participation Certificates of RZB-Austria are hereby invited to subscribe one new Participation Certificate for every 25 Participation Certificates held at a subscription price of ATS435— for one new Participation Certificate by presenting dividend coupon no. 5 at the office of a receiving agent or by disposal at the depository bank. There will be no commission charged provided subscription is made at any of the Receiving Agents and dividend coupons no. 5 arranged in numerical order are presented together with a list in duplicate specifying Participation Certificate numbers.

Receiving Agents outside Austria are:

Citibank N.A., London,  
Citibank N.A., Brussels,  
Citicorp Investment Bank (Luxembourg) S.A., Luxembourg,  
Credit Suisse, Zürich,  
DG BANK Deutsche Genossenschaftsbank, Frankfurt.

The subscription right cannot be exercised after the expiration of the subscription period.

Payment for the new Participation Certificates must be received by 28th March, 1991 at the latest.

The subscription rights will be traded on the Vienna Stock Exchange from 22nd March, 1991 until and including 26th March, 1991. The Receiving Agents will endeavour to assist holders of Participation Certificates in buying and selling subscription rights.

Vienna, 11th March, 1991



RAIFFEISEN ZENTRALBANK ÖSTERREICH  
AKTIEGESELLSCHAFT  
RZB-AUSTRIA

### DOMUS MORTGAGE FINANCE NO 1 plc

#### £100,000,000

#### Mortgage Backed Floating Rate Notes due 2014

In accordance with the conditions of the Notes, notice is hereby given, that for the three month period 6 March 1991 to 6 June 1991 the Notes will carry a rate of interest of 13.0375 per cent per annum with a coupon amount of \$3,286.18

CHEMICALBANK  
As Agent Bank

### U.S. \$275,000,000

#### of which

#### U.S. \$200,000,000 has been issued as the Initial Tranche

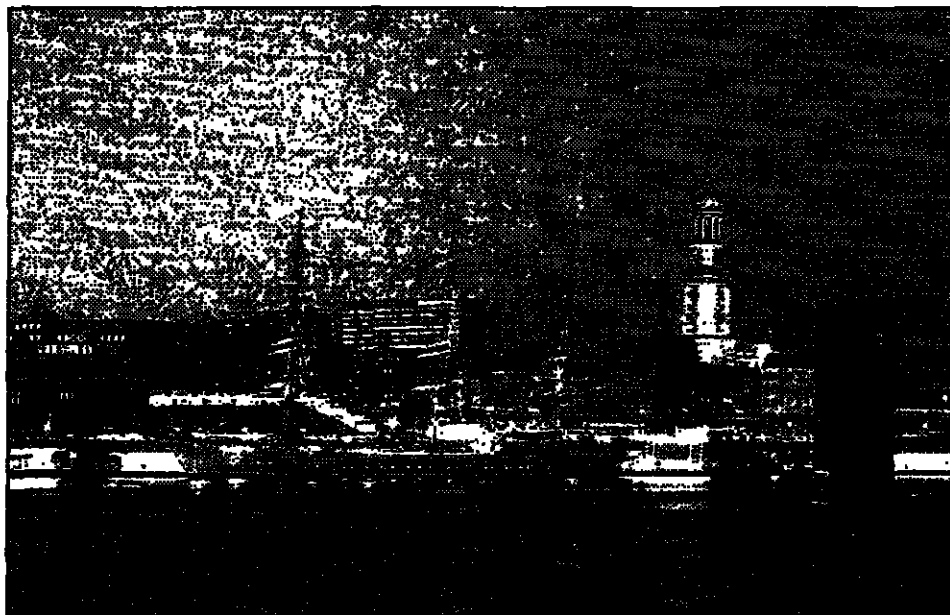
### The Bank of New York Company, Inc.

#### Floating Rate Subordinated Capital Notes due 1997

Notice is hereby given that the Rate of Interest has been fixed at 6.875% p.a. and that the interest payable on the relevant Interest Payment Date, June 11, 1991 against Coupon No. 22 in respect of U.S.\$10,000 nominal of the Notes will be U.S.\$175.69.

March 11, 1991 London  
By: Citibank N.A. (CSSI Dept.), Reference Agent **CITIBANK**

## While you are planning your future projects with us ▼ ▼ ▼



## ► ► ► we can look back on a successful performance in 1990.

As you may well know, Hamburgische financial instruments, and managed to  
Landesbank has continued to be active record a satisfactory result once again.  
and successful in the  
market. Consequently,  
the Bank has consolidated its position in  
important areas, seized additional business opportunities with its innovative

TOTAL ASSETS	LOAN VOLUME
DM 51.0 bn	DM 42.5 bn
VOLUME OF BUSINESS	EQUITY CAPITAL
DM 52.6 bn	DM 1.7 bn

Total assets and business volume both grew by 9% for the year, exceeding the DM 50 billion threshold. Hamburgische Landesbank. Your individual consultant.

**HAMBURGISCHE LANDESBANK**  
5-7 St. Helen's Place, London EC3A 8AU • Tel: 588 7633, Fax 256 5770



CANADA

Sales	Stock	High	Low	Close	Chng	Sales	Stock	High	Low	Close	Chng
TORONTO											
4:00 pm prices March 8											
Quotations in cents unless marked \$											
4000 Abitibi Ppt	487.5	19.5	15			1700 Crown St	320.5	31.5	83		
50000 Air Cdn	316.5	8	10			60000 Crown P	310	5.5	85		
37000 Alcan	318.5	18.5	28			70000 Crown P	310	5.5	85		
107000 Alcan A	327	28.5	28								
343500 Am Bce	324	23	24			10200 Denison A	80	76	78	-1	
						20000 Dominion	1027	20.5	20.5		
						5100 Dominion Tel	57.5	7.5	78		
						75000 Dominion Tel	38.5	5.5	9		
						3200 Dupont A	328	28.5	28	-1	
						100000 Elex Bst	30.5	9.5	8.5		
						2000 Esmo Ltd	682.5	12	75		
						900 Empire	512.5	12.5	75		
						3000 FPI Ltd	86	7.5	8		
						20000 Fleming &	30.5	8.5	8		
						8700 Fst Main A	10.5	10.5	10.5		
						7300 Fortis	87.5	23	23.5		
						6700 Four Seas	81.5	16.5	16.5		
						17000 Francoeur &	101.5	15.5	16		
						50700 Galacost	110	35	110	+80	
						3000 Hawker Ltd	310.5	8.5	8		
						13000 Glenside Cld	289	289	289	+27	
						20000 Graham	145	14.5	14.5		
						57000 Gw Lfco	214.5	14.5	14.5		
						10000 Gw Lfco A	10.5	10.5	10.5		
						10000 Gw Lfco B	217.5	17	17		
						3000 Harbort A	485	480	480		
						17100 H&M Inc	310.5	18.5	18		
						25700 H&M Inc	310.5	18.5	18		
						50000 H&M Inc	310.5	18.5	18		
						33000 Hollinger	310.5	18.5	18		
						67000 Horseshoe	101.5	10.5	10.5		
						27700 Hushabye	148.5	8.5	8.5		
						70100 Hudsonbay	102.5	27.5	27.5		
						45300 Imasco	328	27.5	27.5		
						107000 Inco	328	27.5	27.5		
						22000 Interhome	328	27.5	27.5		
						1100 Invest Grp	328.5	28.5	28.5		
						10400 Jacknick	181.5	14.5	14.5		
						100 Korricks	144	14.5	14.5		
						65700 Labatt	324.5	34.5	34.5		
						25700 Lac Minie	310.5	18.5	18		
						1800 Ledcor	310.5	18.5	18		
						101000 Lindberg	310.5	18.5	18		
						33000 Loblaws	310.5	18.5	18		
						6500 Laurent B	141.5	16.5	16.5		
						3000 Laurent B	37.5	7.5	7.5		
						3400 Laurent B	37.5	7.5	7.5		
						45300 Imasco	328	27.5	27.5		
						107000 Inco	328	27.5	27.5		
						22000 Interhome	328	27.5	27.5		
						1100 Invest Grp	328.5	28.5	28.5		
						10400 Jacknick	181.5	14.5	14.5		
						100 Korricks	144	14.5	14.5		
						65700 Labatt	324.5	34.5	34.5		
						25700 Lac Minie	310.5	18.5	18		
						1800 Ledcor	310.5	18.5	18		
						101000 Lindberg	310.5	18.5	18		
						33000 Loblaws	310.5	18.5	18		
						6500 Laurent B	141.5	16.5	16.5		
						3000 Laurent B	37.5	7.5	7.5		
						3400 Laurent B	37.5	7.5	7.5		
						45300 Imasco	328	27.5	27.5		
						107000 Inco	328	27.5	27.5		
						22000 Interhome	328	27.5	27.5		
						1100 Invest Grp	328.5	28.5	28.5		
						10400 Jacknick	181.5	14.5	14.5		
						100 Korricks	144	14.5	14.5		
						65700 Labatt	324.5	34.5	34.5		
						25700 Lac Minie	310.5	18.5	18		
						1800 Ledcor	310.5	18.5	18		
						101000 Lindberg	310.5	18.5	18		
						33000 Loblaws	310.5	18.5	18		
						6500 Laurent B	141.5	16.5	16.5		
						3000 Laurent B	37.5	7.5	7.5		
						3400 Laurent B	37.5	7.5	7.5		
						45300 Imasco	328	27.5	27.5		
						107000 Inco	328	27.5	27.5		
						22000 Interhome	328	27.5	27.5		
						1100 Invest Grp	328.5	28.5	28.5		
						10400 Jacknick	181.5	14.5	14.5		
						100 Korricks	144	14.5	14.5		
						65700 Labatt	324.5	34.5	34.5		
						25700 Lac Minie	310.5	18.5	18		
						1800 Ledcor	310.5	18.5	18		
						101000 Lindberg	310.5	18.5	18		
						33000 Loblaws	310.5	18.5	18		
						6500 Laurent B	141.5	16.5	16.5		
						3000 Laurent B	37.5	7.5	7.5		
						3400 Laurent B	37.5	7.5	7.5		
						45300 Imasco	328	27.5	27.5		
						107000 Inco	328	27.5	27.5		
						22000 Interhome	328	27.5	27.5		
						1100 Invest Grp	328.5	28.5	28.5		
						10400 Jacknick	181.5	14.5	14.5		
						100 Korricks	144	14.5	14.5		
						65700 Labatt	324.5	34.5	34.5		
						25700 Lac Minie	310.5	18.5	18		
						1800 Ledcor	310.5	18.5	18		
						101000 Lindberg	310.5	18.5	18		
						33000 Loblaws	310.5	18.5	18		
						6500 Laurent B	141.5	16.5	16.5		
						3000 Laurent B	37.5	7.5	7.5		
						3400 Laurent B	37.5	7.5	7.5		
						45300 Imasco	328	27.5	27.5		
						107000 Inco	328	27.5	27.5		
						22000 Interhome	328	27.5	27.5		
						1100 Invest Grp	328.5	28.5	28.5		
						10400 Jacknick	181.5	14.5	14.5		
						100 Korricks	144	14.5	14.5		
						65700 Labatt	324.5	34.5	34.5		
						25700 Lac Minie	310.5	18.5	18		
						1800 Ledcor	310.5	18.5	18		
						101000 Lindberg	310.5	18.5	18		
						33000 Loblaws	310.5	18.5	18		
						6500 Laurent B	141.5	16.5	16.5		
						3000 Laurent B	37.5	7.5	7.5		
						3400 Laurent B	37.5	7.5	7.5		
						45300 Imasco	328	27.5	27.5		
						107000 Inco	328	27.5	27.5		
						22000 Interhome	328	27.5	27.5		
						1100 Invest Grp	328.5	28.5	28.5		
						10400 Jacknick	181.5	14.5	14.5		
						100 Korricks	144	14.5	14.5		
						65700 Labatt	324.5	34.5	34.5		
						25700 Lac Minie	310.5	18.5	18		
						1800 Ledcor	310.5	18.5	18		
						101000 Lindberg	310.5	18.5	18		
						33000 Loblaws	310.5	18.5	18		
						6500 Laurent B	141.5	16.5	16.5		
						3000 Laurent B	37.5	7.5	7.5		
						3400 Laurent B	37.5	7.5	7.5		
						45300 Imasco	328	27.5	27.5		
						107000 Inco	328	27.5	27.5		
						22000 Interhome	328	27.5	27.5		
						1100 Invest Grp	328.5	28.5	28.5		
						10400 Jacknick	181.5	14.5	14.5		
						100 Korricks	144	14.5	14.5		
						65700 Labatt	324.5	34.5	34.5		
						25700 Lac Minie	310.5	18.5	18		
						1800 Ledcor	310.5	18.5	18		
						101000 Lindberg	310.5	18.5	18		
						33000 Loblaws	310.5	18.5	18		
						6500 Laurent B	141.5	16.5	16.5		



● For Current Unit Trust Prices on any telephone ring direct-0836 4 + five digit code (listed below). Calls charged at 44p per minute peak and 22p off peak, inc. VAT

Unit Charge	Can. Price	Bid Price	Original Bid
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**FT MANAGED FUNDS SERVICE**

● For Current Unit Trust Prices on any telephone ring direct-0636 4 + five digit extension. Calls charged at 44p per minute peak and 33p off peak, inc. VAT.

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● For Current Unit Trust Prices on any telephone ring direct-0636 4 + five digit code (listed below). Calls charged at 44p per minute peak and 33p off peak, inc VAT

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5037	Global Bond Income	\$12.95	47453	The charitable bodies & Vield column shows a ratio of NAV increase, not as divided. 1993 funds not SIC recognized. The regulatory is for these funds: Govt, Geomorph, Financial Comm, Central Govt, Central Govt, Central Govt, Financial Supervision Commission, Commercial Relations Department, Larenbrow Winklaire Larenbrougrole.
5038	Global Equity	\$12.95	47452	
5039	Global Equity	\$11.16		
5040	Merrill Lynch Gainers			
5041	Small Cap NAV	\$2.22	42710	
5042	Small Cap NAV	\$9.02	47039	
5043	Small Cap NAV	\$	43436	
5044	Small Cap NAV	\$10.24		
5045	Small Cap NAV	\$		
5046	Small Cap NAV	\$		
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5099	Small Cap NAV	\$		
5100	Small Cap NAV	\$		

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**MINES—Cont'd**  
 | Price | Week 2/17/94 | L2 |

Div	Payable	Cry-	Time	Stock	change	Pa	Pa
		to					
	1500			Central Pacific	37	2.8	
	1505			Western Mining II	24	4.3	
	1506			Delta Gold 25	24	4.3	
	1507			Western Mining	19	3.0	
	1508			Doral Resources	11	3.1	
	1509			Dragon Mining	22		
	1510			Imperial Mines	22		
	1511			Imperial Mines	22		
	1512			Imperial Mines	22		
	1513			Imperial Mines	22		
	1514			Imperial Mines	22		
	1515			Imperial Mines	22		
	1516			Imperial Mines	22		
	1517			Imperial Mines	22		
	1518			Imperial Mines	22		
	1519			Imperial Mines	22		
	1520			Imperial Mines	22		
	1521			Imperial Mines	22		
	1522			Imperial Mines	22		
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	1525			Imperial Mines	22		
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	1527			Imperial Mines	22		
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	1570			Imperial Mines	22		

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ing 20c...	73	5.925	2

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2		

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Wines.....	7	-38.4	
March 10c...	30		24.5
PC.....	6		

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REGIONAL & IRISH STOCK				
The following is a selection of Regional and Irish stock latter being quoted in Irish currency.				
	April			
L7	May Nov	1926		
39.11	June	2396		
39.11	July	2396		
39.11	Dec June	2396		
39.11	Sept. Mar	2396		
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5-10/11	July	2568
5-10/11	-	2568

This service is available to companies whose shares are traded in the United Kingdom for a fee of £1.00 per company share, subject to the Editor's discretion.

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5-10/11	Mar Sep	2697
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## FT Share Service

The following changes have been made to the FT Share Information Service:

**Additions:** Golden Vale (Section: Foods, Groceries),  
MMI (Paper, Printing, Advertising),  
Serrit Cowells (Paper, Printing, Advertising),  
Reliant Group (Industrial)

MS			
4.6	-	November	1696
1.7	-	November	1371
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1.7	-		1600
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MS			
4.6	-	November	1696
1.7	-	November	1371
1.1	-		4855
1.5	-		4624
1.7	-		1600
1.1	-		
1.0	-		

The following changes have been made:

**Additions:** Golden Vale (Section: Foods, Groceries).  
MMI (Paper, Printing, Advertising).  
Serif Cowells (Paper, Printing, Advertising).  
**Deletions:** Reliant Group (Industrial).  
STC (Electricals).

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**NASDAQ NATIONAL MARKET**

4:00 pm prices March 8

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The FT proposes to publish this survey on April 5th 1991. It will be of particular interest to the 58% Chief Executives of Europe's largest companies who are regular FT readers. If you want to reach this important audience call Edward Hugo Financial Times (German Advertising) Ltd, Guideltstrasse 54, D-6000 Frankfurt am Main 1, Tel 069 75980 Fax: 069 7226 or Elizabeth Vaughan on London on Tel: 071 85 3472 or fax 071 873 3079

## FT SURVEYS



## MONDAY INTERVIEW

## The 12th man takes the crease

Peter Lilley, British trade and industry secretary, speaks to Ian Hargreaves

In the 11 years of Mrs Thatcher's reign, 11 Cabinet ministers came and went at the Department of Trade and Industry. The 12th, Peter Lilley, who took over last July following Nicholas Ridley's self-sacrifice, sees the funny side of it. "I'm just half way through the average term of office, or put another way, if this parliament lasts its full length and I stay in this post, I shall be the longest serving secretary of state since 1979. It's appalling."

Mr Lilley is, unjustly, not much known for his sense of humour. A shy man with a nervous oscillation in his thin voice, he is widely dismissed in the Commons as one of those over-promoted young (he is 47) Thatcherites that Mr Major could not be bothered to ditch in his first Cabinet of all persuasions. "Nigel Lawson without the weight," says one Tory MP.

"He doesn't have the flair for raising or lowering the temperature in the House and he can give the impression of not having any blood in his veins," says one who has observed him closely. "But he's probably the most intelligent man in the Cabinet. He could, conceivably, make chancellor."

Certainly his political profile could not be clearer. Having literally fought shy of university politics at Cambridge, where he read science, then economics, Mr Lilley became an economic consultant and then a stockbroker's oil analyst. At the same time, he worked to push the Conservative Bow Group rightwards. He soon became a protégé first of Sir Geoffrey Howe and then of Nigel Lawson and in 1985 helped found the No Turning Back group of Tory MPs to resist pressure for a more comfortable strain of Conservatism. But it is only now, in the nitty gritty of the industry department, that Mr Lilley can be more than a literate exponent of the free market party line.

He has already shown toughness by resisting ICI's wish to change its fertiliser business to Kemira of Finland, even though ICI threatened to close the lot down if refused, and proclaiming that the competition authorities should scrutinise bids by public sector corporations for a privatised utility both as confusing and anti-French. He also last week announced a further important liberalisation of UK telecommunications.

When I spoke to him last week, he was about to leave for

a weekend in the country for a departmental think-in on characteristically Lilleyputian lines: day one overview, then detailed consideration of competition policy, regional policy, innovation and impact services from his department.

He denies that he has any desire to abolish or even greatly diminish the DTI - Mr Ridley seemed to cherish such a perception - and takes care to stress his belief in the importance of manufacturing in a modern economy.

But what is there to say about industrial policy from such a committed free-market perspective? Does he not sometimes cast an envious glance at the industrial policies of Japan and Germany?

"The more I look at it, the more I see them moving in our direction rather than us needing to move in theirs," he says. "There are enormous myths about what MITI has and hasn't done. To attribute the success

## PERSONAL FILE

1943 Born. Educated Dulwich College and Cambridge University.  
1966-72 Economic consultant.  
1972-84 Investment adviser, oil industry.  
1983 Elected MP for St Albans.  
1987-89 Treasury minister.  
1990 Joins Thatcher Cabinet as trade and industry secretary.

of Japan to the interventions aimed at forestalling MITI would be as foolish as to attribute the difficulties Britain has had to the particular role performed by the DTI.

Explanations for success and failure, he says, lie deep in national cultures. "To the extent that there is a problem of short-termism, it is owed much more to the business culture we have than to the structure of capital ownership. In particular, we have an overdeveloped finance function, vis-à-vis the production function. We have 20,000 accountants compared with 7,000 in Germany. The inevitable thing in a company dominated by financial people is an excessive preoccupation with succeeding in making deals rather than the production of the product."

He also says he is interested in exploring further the method of regulating the big, privatised utilities, although he argues that Britain's use of the "inflation minus X" formula for setting prices is an



'Business has an overdeveloped finance function'

agers rather than just being technicians. "Is there a role for government here? Yes, he says, but only in education and training."

Mr Lilley's most concrete contributions to industrial policy, if he stays long enough, are likely to be in the further privatisation of the department's services, and of the Post Office and the rest of British Telecom. He is coy about the nature of any likely manifesto commitment on the Post Office, although he argued for privatisation in a pamphlet 18 months ago. On British Telecom, it is just a question of timing.

Privatisation, he says, is also a critical link in competition policy, but he urges critics who accuse him of inflexibility to look at actual rulings, where the state-ownership factor has not prevented smaller deals. "In the case of large takeovers and those with a large share of the market or creating a serious competition issue, then the state ownership factor will be an additional negative in the minds of the Monopolies and Mergers Commission."

He denies that this subverts the 1984 Tobin doctrine, which asserted the primacy of straight competition considerations in MMC rulings. The Lilley doctrine, he says, "is that competition is very important, but so too is private ownership." Does he have more changes in mind? "I have some rather technical thoughts which I'm working up, but they won't be of the nature of adding new criteria; they will have a significance of a different nature from that of furthering the Tobin doctrine."

He also says he is interested in exploring further the method of regulating the big, privatised utilities, although he argues that Britain's use of the "inflation minus X" formula for setting prices is an

internationally admired success. "That very success means one has to start thinking in the terms you are talking about, as to whether there is more transparency that can or need be introduced. But that's a second-order question compared with the first quantum leap."

Perhaps the most surprising item on this *laissez-faire* policy agenda is the desire to do something about British industry's chronic underperformance in research and development, especially with regard to small and medium-sized companies.

"We spend £3bn a year on civil R&D through science-based universities, polytechnics and research establishments, that's a higher proportion of GDP than Japan... what we've got to do is to bring industry and that science base together to get the commercial spin off. One trend he wants to encourage is the physical proximity of industry and academia - more science parks."

All of this suggests that the ideological Mr Lilley has at least a streak of pragmatism in him, and that he is not unwilling to start a gambit or two from Labour's industrial policy wardrobe. He also, it turns out, has a strong vein of political instinct, which he has been known to summarise as "romantic nationalism". His speeches occasionally crack at the seams as he tries to fit this sentiment within the fiercely Cambridge rational tone of his overall approach. Earlier this year he argued to the Bruges group that Europe would be better with a market of competing national sovereignties and jurisdictions; just, he might have added, as the telephone industry is better with many suppliers rather than a pair.

No-one who knows Mr Lilley

## A shortage of caring, industrious citizens

President George Bush is an unlikely hero. On Capitol Hill last week, he got the kind of reception usually reserved for returning astronauts. Congressmen waved flags, clapped themselves silly and screamed "Bush, Bush, Bush". The president responded with an embarrassed grin - the kind of smile the class weeping might produce having unaccountably knocked out the school bully. It seemed to say: "You didn't think I had the guts. I didn't think I had the guts. But I did it all the same."

The triumph in the Gulf has predictably raised expectations at home. Indeed, in his address to Congress, Mr Bush himself sought to draw domestic lessons from the conduct of foreign policy. "In the war just ended, there were clear-cut objectives, timetables and, above all, an overriding imperative to achieve results. We must bring that same sense of self-discipline, that same sense of urgency, to the way we meet challenges at home."

It would be wrong, I think, to say that Mr Bush does not care about the US's social and economic ills. There was a lump in his throat last week when he related a story about an American soldier capturing terrified Iraqi prisoners. Instead of treating them roughly, the soldier offered reassurance: "It's OK. You're alright now." The moral Mr Bush drew concerned the warmth and integrity of the American people. In a line no European politician would have dared utter, he declared: "We are a good people, a generous people. Let us always be caring and good and generous in all we do."

As a caring man, the president must worry about the US murder rate: the gruesome reality is that young blacks face a greater risk of death on the streets of American cities than in military ventures abroad. He must worry about homelessness at the incessant begging on US streets. He must worry that the poverty rate is higher than in the early



MICHAEL PROWSE on America

1970s. He must worry that some 33m Americans lack health insurance and hence reliable access to care. He must worry about the 25 per cent of young people who drop out of high school and the one third of black teenagers who are unemployed.

The difficulty is that while Mr Bush has a clear notion of the required response to aggression against a peaceful member of the United Nations, he is completely at sea when presented with social disorders at home. His instinct is to argue that such problems can best be solved by a mixture of

private philanthropy and self-help, that government intervention will typically do more harm than good. Such attitudes, common among conservatives, are often the result of introspection.

Suppose Mr Bush had been dropped into an inner city aged 22 with no qualifications, no job, no home, no money and a black skin. He may reason that he would have overcome these disadvantages by dint of hard work, prosperity - if not the presidency - would still have been possible. And if he could have overcome the obstacles, so can others: people, in other words, choose crime, poverty, unemployment and other ills primarily because they are not willing to make the effort to build a better life for themselves and

their families. Government can incarcerate people and hand out welfare cheques, but it cannot change the attitudes which determine success or failure in life.

This is the classic conservative argument for *laissez-faire*. What it ignores is that the skills, values and mental attitudes which determine an individual's future are not inherent but the result of specific forms of nurturing - in the home and at school. American society, like most others, is deeply flawed primarily because too many individuals are poorly educated in the broadest sense. Unlike Mr Bush, they have not had the benefits of financial security, a supportive family, and an expensive private education. Mr Bush's solution is to abolish the family and create perfect citizens by rearing all children in carefully controlled state nurseries. This ghastly idea is certain not to appeal to individualist Americans but it does confront a fundamental problem: that many individuals make awful parents, and, in the modern world, many do not hang about long enough to make a mess of parenthood.

Mr Bush wants to be remembered not just as a victorious commander-in-chief but as the education president. He has so far done little to justify such a title, other than to elaborate an ambitious set of goals for the year 2000. But his sense of priorities is correct. In the absence of utopian reforms of the family, the cure for social problems can only be found in the creation of a more effective and all-embracing form of education. Schools' remit will have to extend beyond the teaching of a few academic and vocational skills; they must increasingly try to compensate for lack of appropriate guidance at home and for a host of counterproductive social forces. Their aim must be to create decent citizens, with the values as well as abilities necessary for success.

I do not know if schools in the US or elsewhere are remotely capable of rising to this challenge. But if they do the values admitted by Mr Bush are likely to remain in painfully short supply. And social problems will multiply.

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## Conundrum multiplied by enigma

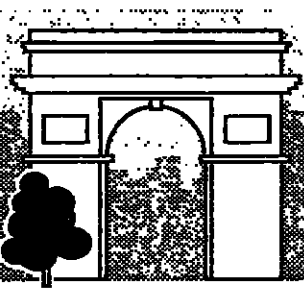
The defence of western Europe has now become one of the central issues facing the European Community. At least, it has become a central issue in rhetorical terms, if you measure it by the number of public utterances by leading European statesmen. It is not yet clear, however, whether there is any relationship between rhetoric and reality, nor whether these statesmen are yet to be taken seriously.

Of the rhetoric there is no doubt. In December, the European Community launched a negotiation on political union which should "consider" defence matters. In January, France and Germany announced that the Western European Union defence grouping should definitely become the vehicle for a European Community security policy.

In February, the nine member governments of the WEU released a paper suggesting a strengthened defence policy role for the organisation, which would link it both to the Community and to Nato. And last week Mr Jacques Delors, president of the European Commission, urged that defence should be written into the new political union treaty now being negotiated between the Twelve.

This European rhetoric has been taken sufficiently seriously in Washington to have prompted a fierce response of disapproval, not to say hostility, from the US administration. Immediately before last month's WEU meeting, Washington circulated a tough note to all the Nato allies, protesting at length against any strengthening of the WEU which could create specifically European structures inside Nato.

The note objected especially



IAN DAVIDSON on Europe

strongly to the Franco-German idea that the WEU should in future take instructions from the heads of government of the European Community. It conceded that the WEU could have a bigger role in military operations outside the Nato area, but inside Europe there should be no change in Nato structures, no new organisations, no modification of the role of the Supreme Allied Commander (SACEUR). In short, keep out, and mind your own business.

The Europeans cannot stop talking about defence, however, for at least three reasons. The first is the retreat of the Soviet Union; the second is the war in the Gulf; and the third is the Community's inter-governmental conference (IGC) on political union.

In Europe, the collapse of the Cold War, the progressive withdrawal of Soviet forces from eastern Europe, and the disintegration of the Warsaw Pact all require a fundamental rethink of western defence arrangements. Nato is already trying to review its strategy, but no-one yet knows how many US troops will be left in Europe once the dust of the Gulf War has settled.

The stark political challenge

of the Gulf war has highlighted the disarray of Europe's response. The contrast with Europe's pretensions to closer political union has proved acutely embarrassing to some member states. In the United States, which has, in theory, just recovered complete national sovereignty. As a result, the Bonn government will propose a revision of the national constitution, which would, in future, permit the deployment of German troops outside the Nato area, provided it was under the auspices of the WEU.

The negotiation of a European political treaty is an essential complement, from Germany's point of view, to the negotiation on economic and monetary union: Bonn has long made clear that it regarded these two projects as inseparable. But the content and the timing of the political union treaty have now also become inseparable from the Alliance negotiations on the up-dating of Nato.

As a result, we are likely to see three separate but linked negotiations coming together some time in the autumn: the modernisation of Nato; the strengthening of the WEU; and the conclusion of the European Community's treaty on political union.

This process may be characterised as a conundrum multiplied by an enigma. The conundrum is the future of Nato. All members of the Alliance say they want it to continue, with a US military presence in Europe. But it is not clear what becomes of Nato if US forces in Europe are reduced from 350,000 to say 70,000; and at low levels both of threat and of military force on both sides, the very idea of a US Supreme Allied Commander (SACEUR) becomes an anomaly.

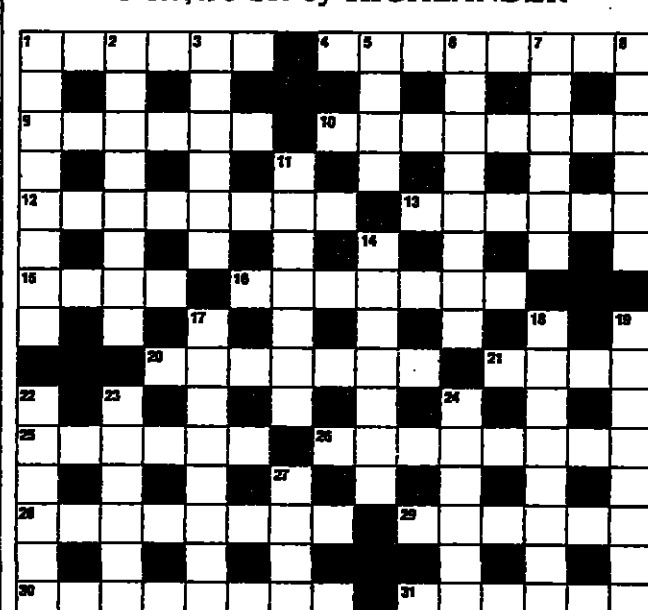
The enigma is France, whose policy is characteristically difficult to decipher. On the one hand, the French claim the right to be quite independent from the rest of the Atlantic Alliance in a gambit or two they claim to be absolutely loyal members of the Alliance; on the third hand, they insist on the need to keep America in Europe; on the fourth hand, they insist on the need to build a truly European defence so long as the US continues to lead the Alliance; on the sixth hand, they decline to put forward any proposals for Alliance reform, let alone any requests.

This is what they say: The Alliance and the US presence are essential for strategic deterrence; if there continues to be a SACEUR, he should continue to be an American; but in that case, France will stay out of it, and probably bring all its troops home from Germany.

The French do not seek to replace the Alliance defence by a European defence and yet the European Community cannot be deprived of a defence capacity. That capacity is needed for potential intervention, either outside the Nato area, or perhaps in the case of local disturbances in eastern Europe. The French want to strengthen the WEU for tasks not carried out by the Alliance, whereas Britain, they say, wants it to be a European pillar inside the Alliance.

## CROSSWORD

No.7490 Set by HIGHLANDER



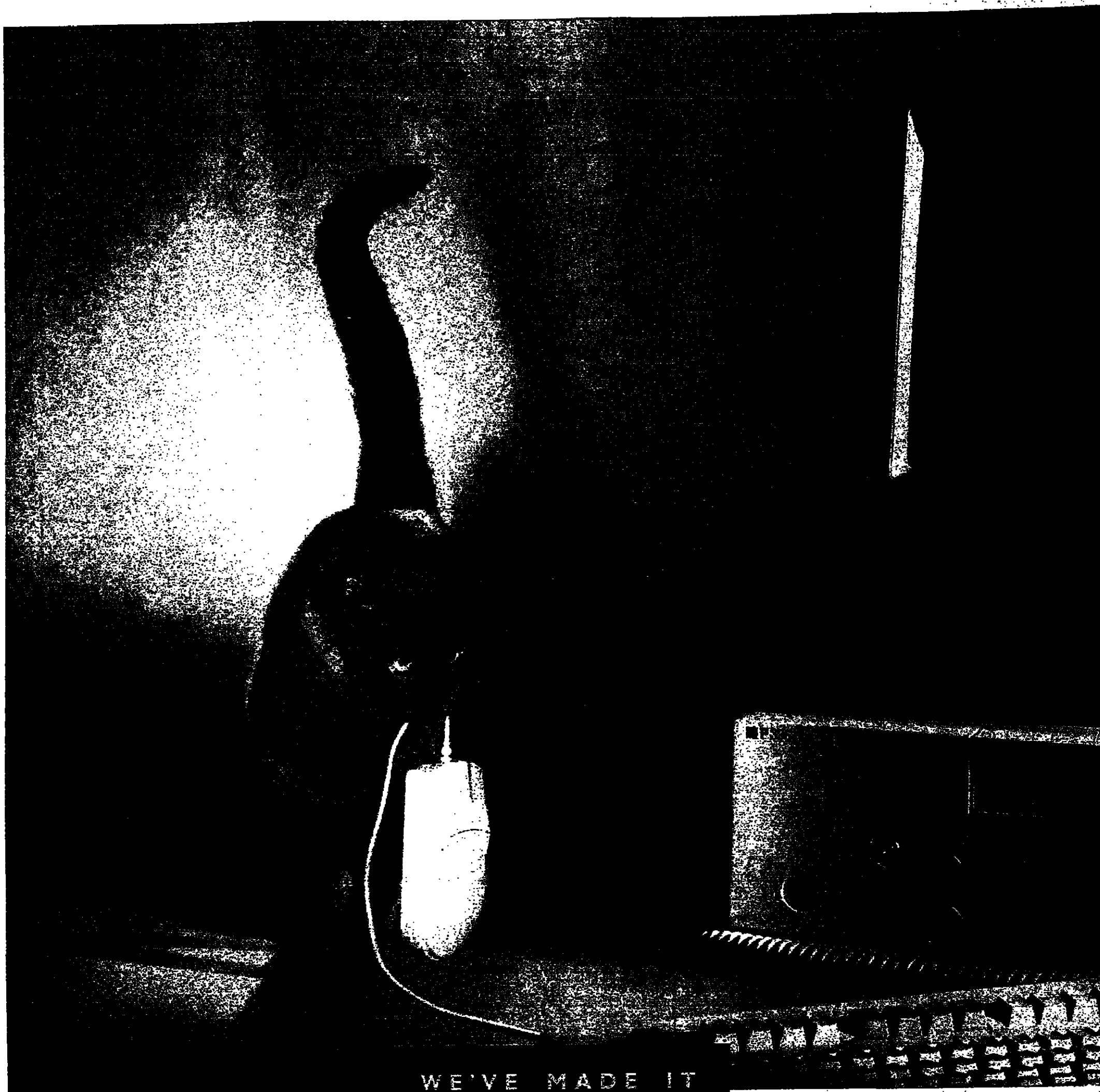
- ACROSS**
- Appropriate mathematical relationship with speed (6)
  - Turn away unfamiliar blend of tea (8)
  - Will not need yard behind hut (6)
  - Blight on one yellow flower (8)
  - Strangely, no man is island, leading to sleep problem (8)
  - Make cuts in Cato's banner (6)
  - Make a note of old firm's trademark (4)
  - Legal practitioners make a great deal (7)
  - Keep an eye on classroom helper (7)
  - Put up with sport (4)
  - Fair play, originally quite unknown (8)
  - Two sounds: could be shooting (8)
  - Disney artist makes changes to airman (8)
  - Tick shows approval (6)
  - Landing flares (8)
  - He starts north to organise enclosure for birds (3-5)
- DOWN**
- Old and sick need energy tablet (8)
  - By the way writing on the wall is guidance for travellers (4,4)
  - Tribal symbols carry writing (6)
  - First place for pilot (4)
  - Long story about the same plague (8)
  - Summon up a device containing oxygen (8)
  - Bear continue to exist (6)
  - Huge bird caught in a revolving vessel (7)
  - A pitch on the fields (7)
  - Get in touch with residents' leader in Deal (8)
  - Behave less tamely and cause utter confusion (8)
  - Promising showing in Sussex (8)
  - List particulars with detachment (6)
  - Thinking about evil face (6)
  - Scattered spears (6)
  - Blue feathers on paper (4)
- The solution to last Saturday's prize puzzle will be published with names of winners on Saturday March 23.

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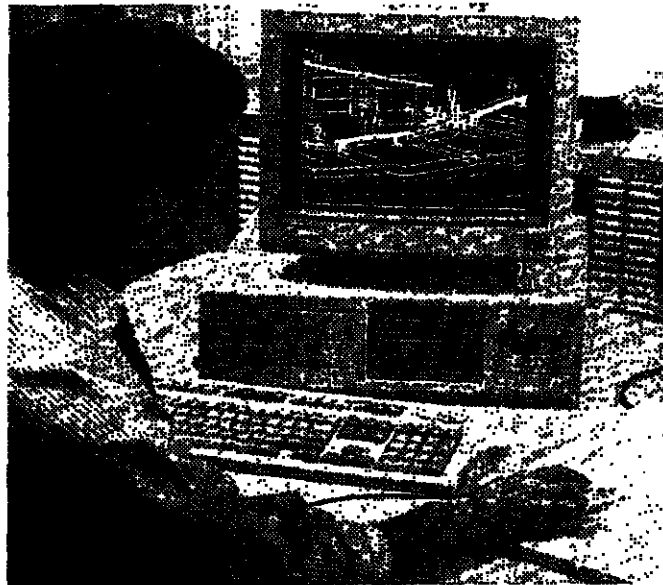




## EUROPEAN INFORMATION TECHNOLOGY 6

Integrated manufacturing makes its debut, writes Andrew Baxter

## New frontier in the factory



Computer aided design on the desktop: entering new areas

THE use of computers in manufacturing could apply be subtitled "acronyms in action," such is the preponderance of impressive sounding abbreviations used by the computer companies to lend added weight to their sales patter.

Cad/Cam (computer aided design/computer aided manufacturing) may be old hat in the 1990s, but new buzzwords have emerged in an industry which has seen a marked change of attitude by customers over the past five years.

The current in-word is CIM, computer integrated manufacturing, but despite some success it remains a myth, according to Rugby-based consultants Ingersoll Engineers. "This is because single suppliers can provide compatibility between software applications and between hardware, but cannot cover the full range of customers' requirements," it says.

Nevertheless CIM can be found at work, albeit on a small scale, in European manufacturing industry.

One of the most technologically advanced examples is at Lansing-Linde, the Basingstoke fork-lift truck producer, which recently introduced a CIM fabrication cell in partnership with ICL.

By linking engineering, scheduling and shop floor control, the cell has enabled Lansing-Linde to reduce the time taken to produce a chassis from 13 weeks to three. The heart of the system is ICL's Factory Data Control software, but the starting point was the development by Lansing-Linde, with the help of PA Consulting, of a manufacturing strategy.

That illustrates an important, and long overdue, emerging trend in European manufacturing - a change in the role of computers from masters to servants.

Customers are realising that it is pointless investing in IT if there is no clear manufacturing strategy, and positively harmful if it is superimposed on outmoded production practices.

According to Ingersoll, the computer industry's manufacturing customers are asking for systems which provide "topical (real time) information. They want systems directly addressing real control issues and comprehensively covering and integrating all the functions of the business. They no longer want data for data's sake."

The change in customer attitudes is a worldwide trend, and in Europe it is leading to a greater consistency in customer demands and in the development of individual markets, says Mr Anthony Gorely, industry marketing manager, manufacturing, for ICL Europe.

"Manufacturing companies are being driven by the same pressures wherever they come from," he says.

The European Community Single Market reforms are also spurring a convergence of Europe's individual markets.

Mr Gorely notes that a number of ICL's larger accounts are active across a number of countries, and are looking for IT that helps them control increasingly sophisticated distribution networks.

There is an apparent conflict between the manufacturing customers' search for simplicity in IT and the suppliers' efforts to improve their competitiveness through differentiation and added complexity, Ingersoll notes.

Fortunately, however, most suppliers have realised that the industry is no longer technology-driven by their customers, but propelled by business

demands for tangible gains. The biggest single European market for IT in manufacturing is Germany, which is worth about £3.5bn a year, according to ICL. France and the UK come next at about £2bn apiece, followed by Italy at £1bn-£1.5bn.

The big players in Europe are IBM, Digital Equipment and Hewlett-Packard, but Nixdorf and Bull feature strongly in their home markets of Germany and France respectively. ICL has been strengthened by its link with Fujitsu of Japan, which took an 80 per cent stake in the company last year.

Although customer trends are converging, the maturity of individual markets varies considerably. According to Kent-based Benchmark Research, the number of UK engineering sites using a computer for manufacturing management applications rose from 40 per cent in 1984 to 56 per cent in 1990. But the majority of sites which have yet to invest are in small companies with only a limited amount of stock and production to track.

Consequently, the UK market for manufacturing management systems has become dominated by replacement and upgrade activity for some time. In contrast, markets such as Spain still offer considerable opportunity for suppliers to sell to first-time buyers of a manufacturing management system.

Reunification of the two Germanies is likely to strengthen the country's position as the IT industry's leading customer, but financial problems elsewhere in eastern Europe may restrict manufacturing industry's ability to invest.

ICL recently signed a significant agreement making it main supplier of IT to Skoda, the Czechoslovak heavy equipment group, but most other industrial companies in eastern Europe are too outdated for IT investment to be worthwhile.

Looking at Europe as a whole, the market for IT in manufacturing still looks reasonably buoyant, but is "a bit patchy," according to Mr Gorely.

In some cases, customers are delaying investment decisions because of the recession and high interest rates, but as the economy improves, they will be looking to integrate systems by linking computers to share data.

Hence the push towards CIM, which is being promoted at European level via Espirit, the EC's IT research programme started in 1984. Last month it was revealed that the UK government had hired a consultant for the first time to persuade companies of the benefits of collaborative R&D programmes such as Espirit.

Esprit's next Cime (computer integrated manufacturing and engineering) programme runs between 1991 and 1994, and the government wants UK companies to take a fair share of the £175m available for joint projects, according to the FinTech newsletter *Advances Manufacturing*.

From the suppliers' point of view there is everything to be gained by moving towards CIM. The companies making money in the European market for IT in manufacturing are those, says Ingersoll, who are "successfully projecting themselves as system integrators capable of linking together separate modules and systems at business, plant and machine level through strategy development and customised software."

R&amp;D is the industry's top priority, writes Guy de Jonquieres

## Money is not everything

OF ALL the priorities pursued by European policymakers in their attempts to revitalise Europe's information technology industries, none has consistently received more emphasis than stimulating research and development.

This preoccupation has led in the past few years to the growth of numerous officially-sponsored initiatives, at both the national and the European Community level, intended to encourage IT companies to pool their R&D efforts, particularly in the area of "pre-competitive" research.

In terms of money spent, the initiatives have undoubtedly achieved their objectives. Companies have queued up to join subsidised programmes such as the EC's Espirit, and according to the Commission, the European IT industry doubled R&D spending in the past four years. In 1989, Siemens of Germany had a higher R&D budget than any other electronics company except IBM, while the troubled Dutch Philips group spent more than any Japanese competitor except Hitachi and Matsushita - and more than Canon and Toshiba combined.

Furthermore, no fewer than six European electronics companies spent a higher proportion of sales on R&D than did IBM, while 12 spent relatively more than AT&T and Xerox of the US and NEC and Sony of Japan.

Yet the performance of the European industry has still to show any substantial improvement. Europe's IT trade deficit has continued to deteriorate in the past decade to more than \$30bn in 1989, industry profitability is poor and there are still few fast-growing product markets in which European electronics companies are world leaders.

Some European Commission officials argue that more time is needed for results to materialise. But a more likely explanation is that the all the attention devoted to R&D may have obscured a much more fundamental challenge: how to get technology to market faster.

Fiercer worldwide competition has dramatically shortened IT product life cycles - in consumer electronics product lives are as short as 12 months. Unless companies manage the entire innovation cycle effectively, simply

expanding R&D resources amounts, as Dr Ken Guy of the Sussex Science Policy Research Unit (SPRU) puts it, to "pushing on a string".

A case in point is Britain's Alvey programme, five-year government-funded exercise in collaborative IT research which ended in 1988. According to Dr Brian Oakley, Alvey's former director, the programme enriched industry's technology base but failed to catalyse the development and sale of successful new products.

Dr Oakley blames Britain's restrictive macro-economic policies which, he says, discouraged the participating companies from making the necessary investment. This criticism is not the whole story.

A forthcoming study of Alvey by SPRU finds much also depended on the way the participating companies were organised and managed. Those which got the biggest commercial bang out of their R&D bucks, it says, were the ones which involved senior management most closely in research and had the tightest links between research and production.

The study also concludes that though companies with large central laboratories generated technically superior research, they were often slower to get new products to market than were those which had pushed R&D down into their operating divisions.

Alvey is not an isolated example. Executives of many large European electronics companies with strong central research laboratories, such as Philips and Siemens, also fret about delays in commercialising their technology. In the US, too, many large companies have suffered from rigid internal divisions which slow innovation.

The US has been able to spawn IT innovations, nonetheless, thanks to the activities of venture capitalists, usually "spin off" from larger concerns. This phe-

nomenon, most obvious in Silicon Valley, has promoted innovation in three ways. It has:

- stimulated the rapid diffusion of technological knowledge;
- allowed engineering, production and marketing resources to be tightly integrated within the same company, whose founders share a common interest in commercial success;
- enabled risks to be spread across many simultaneous projects, increasing the chances of success and limiting the consequences of failure.

In Japan, start-up companies have played only a minor role in the IT industry. However, larger groups have provided a fertile soil for innovation by emulating the Silicon Valley model. Siemens has spun off some smaller businesses to their managers, while Olivetti has invested in small start-up companies.

However, Europe has provided less fertile soil than California for fast-growing new IT businesses. Furthermore, some experts argue that Silicon Valley-style individualism no longer works so well in an industry where innovation increasingly depends on combining incremental advances across a wide range of disciplines.

Hence Europe's hopes of winning back lost ground may depend more on how far its bigger companies can match the success of their leading Japanese competitors in bringing technology to the market.

The need to address that challenge has clearly been recognised by Philips, which has finally been compelled by its recent financial crisis to start cutting away at the layers of bureaucracy that have weighed it down.

However, much will also depend on changing management culture, by breaking down long-standing internal divisions and generating a new sense of urgency and team spirit. These are tasks which only Europe's IT companies can tackle for themselves. The big question is how much time they have left to do it.

## COLLABORATIVE RESEARCH

## Results are mixed

SINCE THE early 1980s, European governments have responded to growing worries that Europe is falling behind America and Japan in information technology by launching large-scale collaboration programmes involving European manufacturers, telecommunications companies and universities.

But, with billions of Ecu at stake, there is now growing concern that throwing money at the problem is not enough. Over the four years from 1990 to 1994 the European Commission alone plans to spend around £245.7m on collaborative research, with more money due from local government.

Worries have been compounded in the UK by a recently-published critique of the Alvey information technology initiative by Mr Brian Oakley, who ran Britain's Alvey scheme from 1983. Mr Oakley said that while Alvey pioneered co-operation between industry and universities and promoted a broad range of advanced techniques, it failed to bring new, commercially-viable products to market.

Such criticism is also being levelled at the EC-sponsored projects, amid concern that no true technology success stories have emerged from the research. "What they really need is one huge success story," says an American analyst of the European collaborative research programmes.

Still less has collaboration given European companies the industrial fillip which Japanese companies enjoyed as a result of its government-sponsored VLSI programme in the 1970s.

Mr Oakley's criticisms of Alvey highlighted the difficulties inherent in translating technological strength in the research laboratory into profitable products which claim an expanding share of the world market. Such worries are also voiced by participants in the vast number of European collaborative ventures.

Mr Peter Becker, of Siemens central telecommunications laboratories, in Munich, says that collaborative research has resulted in sophisticated telecommunications chips being produced in the laboratories. "But we don't know whether these will be used later in real products."

Further worries are that EC technological support has been spread too thinly across too many projects and that joint research is inherently less efficient and harder to manage than single company projects, especially where researchers speak different languages.

But advocates of state-sponsored collaborative research programmes argue that, whatever their shortcomings, they constitute the most efficient policy instrument for the EC to promote competitiveness in European industry. They point

to the figures which show that Europe's IT companies have doubled their own R&D spending as a result.

Perhaps more importantly, they say that new technological developments today - such as the next generation of semiconductor chips - are so costly that no one company could do the research alone.

Whatever the downsides, such research has helped to get commercial companies to talk to each other and to help stimulate the dissemination of know-how between commercial companies, service companies, such as telephone operators, and academics.

Numerous projects are under way, each one broken down into many research elements. Those which have achieved the highest profiles - and the largest budgets - are:

- Esprit, launched in 1984, which sponsors collaborative research in information technology. This includes microelectronics, information processing, computer integrated manufacturing and home electronics.

- Race, the definition phase of which began in 1985 and has the aim of establishing a strong EC manufacturing industry in broadband communications. Under this umbrella is broadband voice and data service, personal communications units and satellite communications.

- Jessi, the Eucubid Joint European Submicron Silicon project in advanced microchips, which includes Siemens and IBM among its members. Like Race and Esprit, Jessi is partly EC-funded.

- Eureka, a collaborative research framework which includes everything from IT and communications to medical technology, biotechnology, robotics, new materials and environmental technology. Unlike the other main projects, Eureka projects are funded by the companies involved and from national governments.

For some companies participating in Eureka, the government money is forthcoming, which leads several observers to speculate whether the concept of private collaborative research is now flourishing. "If you pulled up any European IT venture, I bet you'd find they had a whole raft of private collaborative projects in place," says one.

They point to the decision by Siemens to team up with IBM to develop the next generation of memory chips, 64M bit devices, outside the framework of Jessi. And to the European Computer Research Centre (ECRC) in Munich which was set up by Bull, ICL and Siemens to develop computing techniques useful to business management.

Six years into the project, the member companies appear happy with the results achieved so far, although it is only over the past two years that they have been able to see any real fruits from their investment of £20m.

Mr Charles Hughes, director of purchasing for ICL, says a factor influencing the project's success is that the researchers work together on one site.

"They take the work forward to the point where they can demonstrate its usefulness," he concludes simply.

Ironically, ECRC is now itself a recipient of EC funding for its role in collaborative research with other organisations.

Della Bradshaw

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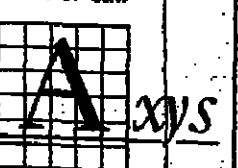
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Growing internationalisation blurs the European identity, writes Guy de Jonquières

# Complex web of offshore alliances

IN THE early 1980s, information technology seemed to offer boundless horizons of expansion and industrial regeneration to a Europe troubled by sluggish economic growth and beset by the problems of declining businesses such as steel and shipbuilding.

Even governments opposed in principle to intervening directly in industry – most obviously the Thatcher administration in Britain – grasped at the opportunity to throw their support behind a sector which appeared to incorporate so much promise.

Yet by the end of the decade, much of the early glamour had worn off. At both the national and the European Community level, the focus of policy had shifted from ushering in a bright new dawn to preventing weak European computer and semiconductor industries from being eclipsed by superior US and Japanese competition.

This turn of events raises basic questions about the

direction of European policy in the 1990s. Should it remain geared primarily to promoting the interests of indigenous, European-owned producers?

Or should it accept that in a number of areas the battle has effectively been lost, and that the goal of European self-sufficiency in the main branches of IT is largely unattainable?

The European Commission's IT directorate leans strongly in favour of the former option. Arguing that IT is central to economic prosperity, directorate officials warn that support for European suppliers is essential if the Community is to avoid technological dependence on US and Japan which would lead to higher unemployment and loss of competi-

tiveness across a wide range of industries.

A recent paper from the directorate recommends that, as well as pressing ahead with standardisation, training and joint research, the EC should boost demand for IT suppliers by investing in Community-wide electronic networks and maintain anti-dumping actions against Japanese exporters.

However, there are doubts about this approach elsewhere in the Commission, where some senior officials question whether IT is such a special case as to justify what they consider to be suspiciously dirigiste policies.

Not only do such policies run counter to the Commission's diminishing enthusiasm for sectoral intervention in general. Many in Brussels also believe that subsidies and trade protection have weakened European electronics companies by sheltering them from competition.

The task of formulating policy is complicated by wide divergences between EC governments. At one end of the spectrum, France strongly favours measures to promote an EC drive in technologies such as High Definition Television and stands behind its own state-owned companies in computers, consumer electronics,

defence and microchips.

While state ownership of the IT industry in other EC countries is less pronounced, many are also committed to supporting "national champion" suppliers.

The Dutch and German governments, for instance, are generously subsidising the microchip businesses of Philips

STC by Northern Telecom of Canada. The ICL deal proved something of a watershed. Accepted in Britain as an inevitable step by a company in need of a stronger partner, it was severely criticised by other European IT suppliers and by some IT policy makers in Brussels, who viewed it as a betrayal of European solidarity.

**Production of less sophisticated components has been steadily shifting from Europe to low cost locations in the Far East**

and Siemens respectively.

These attitudes are in marked contrast to UK government policy, which has steadily moved away from supporting British-owned IT companies towards the encouragement of local investment by their overseas competitors, in particular from Japan.

In the past few years, the UK's largest producers of computers, telecommunications equipment and consumer electronics have either withdrawn from these businesses or have been taken over.

The process culminated late last year in the sale by STC of control of ICL, Britain's biggest computer maker, to Fujitsu of Japan and the acquisition of

ky. Following the takeover ICL was asked to leave the European IT Roundtable, the main industry lobby group, though the company will continue at least for the foreseeable future in collaborative EC programmes such as Esprit and the Joint European Semiconductor Initiative (JESSI).

However, the controversy surrounding the deal also served to highlight awkward questions confronting European policy. The most important of these is the increasing difficulty of defining the "European" companies which the policy is supposed to benefit.

While no other EC government would probably accept as

readily as Britain a Japanese takeover of a leading national electronics company, several developments are making it increasingly hard to sustain an IT policy which views the interests of Europe largely in terms of European-owned producers.

First, the number of European-owned IT companies has shrunk rapidly in the past decade, and several face difficulties which are straining even the most committed government sponsors. Even in France, the industry ministry is becoming impatient at the mounting losses of Bull, the state-owned computer maker, and has suggested that the company should find a partner.

That may not be easy. Attempted mergers between European computer companies have frequently foundered in the past on arguments over management control. Even when mergers have proved possible, they have often brought together sub-scale companies with similar weaknesses.

Secondly, in spite of official EC production by non-European electronics manufacturers. Indeed, in sectors such as semiconductors, computer printers and mobile telephone equipment, many of the biggest investments in Europe are being made by Japanese and US companies.

At the same time, European-owned producers including Philips and Thomson have been rapidly shifting the man-

ufacture of less sophisticated electronics products out of Europe to the Far East. Ironically, the growth of foreign-owned plants in Europe, particularly those belonging to Japanese companies, has been encouraged by EC anti-dumping and local content policies. By discriminating against imports, these have given Japanese companies a strong incentive to produce locally.

Furthermore, anti-dumping duties have led to increases in the prices of many of the products on which they have been imposed, boosting Japanese profits on sales in the EC.

The steady influx of inward investments is likely to mean that an increasing proportion of Europe's future output of IT products is generated by companies which are not European-owned. It is also likely to subject European-owned companies to increased competition on their own doorstep.

The growing foreign presence appears to have been an accidental by-product of EC actions, not a deliberate aim. Officials in Brussels and in many national capitals view it with mixed feelings, arguing that foreign-owned IT manufacturers will never display as much commitment as indigenous companies to developing Europe's technological base.

Nonetheless, European policy is likely to find it hard to take account of these trends which reflect both the weakness of European producers and structural changes in an industry for which national and regional boundaries are steadily losing importance.

## FOREIGN DIRECT INVESTMENT

# US and Japan step up local production

JAPAN will become the world's second largest outward direct investor after the US by the mid-1990s, according to some academic estimates, and the information technology industry will be an important part of this growth. Japanese companies ranked third in foreign direct investment (FDI) in 1989 and have increased their holdings fivefold since then, much of them in Europe.

Other Asian countries are also active, particularly Taiwan and South Korea. But the biggest player in IT in Europe is still the US. The top three recipient countries of US FDI in electrical and electronic machinery (UK, Germany and Italy) account for just under \$2bn in American investment stock in Europe, twice the level invested by Japan in its top three: the UK, Germany and the Netherlands. International

investment spawndew in infrastructure and personnel beforehand.

While manufacturing and service are the most important reasons for IT FDI, gains have been made in technology transfer and the meshing of skills. Acquisitions play their role. When Fujitsu took over Britain's ICL, the computer maker, in July last year, one effect of the deal was to marry the Japanese company's experience in hardware with ICL's software skills.

Further, start-ups from scratch – "greenfield" investments – favoured in manufacturing, have been finding a place in research and development with increasing frequency. It is a case of brains being tapped in host countries in the way transport networks and geography have previously been exploited. Again, the Japanese are keen players. Sharp Corporation's laboratory at Oxford – its first to do basic research outside Japan – is involved in artificial intelligence and opto-electronics. And Toshiba has earmarked \$600,000 a year for a research centre in Cambridge to do basic research in semiconductor physics under the direction of Professor Michael Pepper of Cambridge University.

For all the undeniable forward momentum of FDI, there remain challenges and problems as the relationship develops between foreigners and regional public policy. Including access to publicly-funded, multi-lateral research programmes. The Japanese are excluded from the Joint European Submicron Silicon (JESSI) initiative. But, to cite only one voice, Mr Tomihiko Matsunaga, executive vice-president of NEC, the leading supplier of personal computers in Japan, has argued that his company ought to be able to participate in JESSI by virtue of NEC's base in Scotland, where it makes semiconductors.

Similarly, there are problems as overall economic growth slows. Mr Brian Atkinson, secretary general of the London-

**There is qualified optimism about sales to Eastern Europe**

based Electronic Components Industry Federation, notes of the semiconductor market: "I wouldn't exactly say it has fallen off a cliff since the end of last year, but there have been a number of external pressures brought about by recession. In 1989, it was thought the semiconductor market would grow by 16 per cent a year; that has had to be revised."

Nonetheless, the insistent approach of the 1992 Single Market in Europe continues to lift foreign investors' eyes to the horizon. According to Mr Peter Sachs, director of the Electronic and Business Equipment Association, "there is a shift in perceived benefits going on now."

"People see that the boundaries are of all the 12 [EC countries], not just national boundaries. They are looking for the best site in Europe – for distribution, human resources, industrial relations. That was not in the calculation when the current establishments were built, but it will be in the next generation of plants."

The potential eastward extension of viable European markets is a further cause for qualified optimism. Says Mr Sachs: "The market in the east is a huge prospect. But (those countries) know they must set up a communications structure before the investment comes. There will not be much investment until they are capable of buying the factories' products."

Peter Miller



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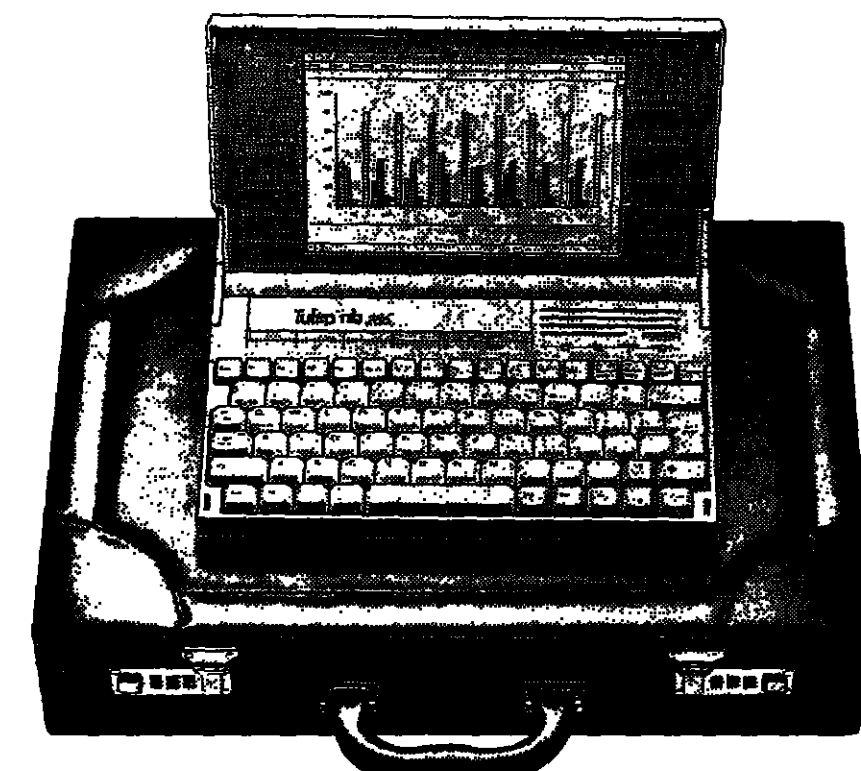
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## EUROPEAN INFORMATION TECHNOLOGY 8

Leading European-owned computer makers are struggling for profitability, says Alan Cane

## Newcomers pose a challenge to the big battalions

EUROPE'S computer manufacturers last month decided that International Computers (ICL), now part of the Japanese Fujitsu group, was no longer a fit member of their small and exclusive club. They announced that the UK-based computer manufacturer had been asked to leave the European Information Technology Round Table, a lobby which for more than a decade has sought to represent the interests of European IT suppliers in matters of high policy. It was important, they argued, that the group should consist of companies which were "truly European-owned".

The decision, and the thinking behind it, goes some way to explaining what is wrong with the European computer industry and why it seems to be facing inevitable decline. The reasons include:

- Vulnerable, fragmented markets which afford poor economies of scale.
- Preoccupation with European ownership and "national champions", at odds with the emerging pattern of the world computer industry.
- Shortage of capital to fund research and development.
- Shortage of large scale projects on which to whet systems integration skills.
- Enthusiasm for protection

from Brussels in the face of strong US and Japanese competition.

● Slowness to respond to major industry trends - especially "open" systems. Ironically, ICL, even before the Fujitsu takeover, was virtually the only European company making respectable profits from its computer operations.

**ICL, even before the Fujitsu takeover, was virtually the only European company making respectable profits from its computer operations. It is in many ways the model of what a modern computer company should be**

It is in many ways the model of what a modern European computer company should be. It has achieved a good match between expenses and sales. It has moved substantially to open systems, combinations of hardware and software which make it easy to connect together computers from different manufacturers and run software from different suppliers.

It maintains its own hardware and software design capabilities while taking advantage of Fujitsu's microelectronic manufacturing expertise for

their realisation. And, despite being a comparatively small player in world terms, it has a strong position in niche markets including retailing and local authority systems.

By comparison, leading European-owned companies are struggling for profitability. Siemens, the German electronics giant, was profitable in

computers until 1990 when it took over the ailing Nixdorf Computers, spinning off the computer interests of the two companies into Siemens Nixdorf Information Systems. After absorbing Nixdorf's huge losses, the new company is not profitable, but Siemens hopes it will be in the black within two years.

In the meantime, it has no further plans for large-scale acquisitions in Europe: "Siemens alone is not able to solve the problems of the European computer industry," Mr Hermann Franz, Siemens' chief

corporate strategist, told the Financial Times recently.

Olivetti of Italy, which at one time seemed Europe's best hope for a leading position in personal computers, is struggling to bring expenses in line with slowing demand for its products.

It is still profitable, but at a much reduced level compared with earlier years. Seven thousand jobs are being trimmed from the workforce and manufacturing operations rationalised as part of a strategic plan to restore competitiveness.

Groupe Bull of France, (whose international arm, Bull HN is part owned by Honeywell of the US and NEC of Japan) which lost a record \$376m in the first half of the year, has announced a plan of "acceleration and transformation" to restore the company to the black by 1992. Analysts believe that to be an ambitious aim.

The plan calls for a substantial reduction in costs through plant closures, staff reductions and the introduction of a single group organisation for research, development, design and manufacture.

Most surprising, perhaps, Philips of Holland announced that losses for 1990 would be more than £1bn, chiefly in its semiconductor and computer

systems divisions. Its plans for recovery include large scale redundancies and moves to open systems.

The cause of what Mr Vittorio Cassoni, managing director of Olivetti, describes as "the most disruptive crisis" in the life of the information technology industry is a fundamental restructuring of the global

**Siemens was profitable in computers until 1990 when it took over the ailing Nixdorf Computer**

computer industry. The advent of low cost but very powerful computers based on the latest design of microprocessors has caused a schism. On one side is the "old" industry, manufacturing and marketing high cost, high margin mainframe and mini-computers chiefly through an extensive direct sales force. The "new" industry, on the other hand, comprises a heterogeneous group of companies, some of which manufacture hardware and others which take these products, add value in the shape of specialised soft-

ware and market them to customers.

The manufacturers in the new industry build systems from freely available components to industry-agreed designs. Gross margins are narrow but products are marketed through "channels" - distributors and dealers - rather than a direct sales force.

For example, Compaq, a high performance personal computer manufacturer which is a founder member of the new industry, sells exclusively through dealers.

International Business Machines, the world's leading computer manufacturer and the embodiment of the old order, has been making strenuous efforts to align itself with the new industry parameters and has had to follow Compaq's example. Now it too, markets personal computers only through the distributors and dealers.

The strategic plans that Europe's manufacturers have been rolling out over the past few months are designed to enable them to make the change from old industry to new before they collapse under the weight of their own superstructures.

Mergers or acquisitions to achieve economies of scale have been seen as one way forward but these have never proved easy in the European cockpit.

ICL's deal with Fujitsu was only concluded after talks with its European competitors. Olivetti in particular, had taken through Siemens' merger with Nixdorf was seen as representing German pressure for a German solution to Nixdorf's problem rather than commercial logic.

## SEMICONDUCTORS

## Area of special strength

THE Japanese have captured the market for memory chips. The Americans hold a commanding position in microprocessors, the brains of computers.

What, if anything, are Europeans good at?

A clue was provided in a recent market survey by Dataquest, the high technology consultancy. The survey showed that European-owned companies increased their international semiconductor market share to 10.5 per cent last year from 9.5 per cent in 1988. Most of the growth was achieved at home. The companies' share of the European market was 38.2 per cent last year, an increase of 1.7 per cent over 1989.

One of the reasons for the increase was the sharp fall in the price of memory chips, which reduced Japan's market share. But there was also some evidence of genuine European strength. The Europeans' success came not from their skills in any particular type of chip, but rather from the power of some of the local industries. Europe is still strong in consumer electronics, with companies like Thomson of France, Philips of the Netherlands and Nokia of Finland.

The consumer electronics companies were boosted by last year's World Cup, which increased the demand for television sets and video cassette recorders. European chip manufacturers supplying these industries benefited too.

Europe also boasts strong telecommunications organisations such as Alcatel of France, Siemens of Germany and Ericsson of Sweden. Telecommuni-

European Submicron Silicon (Jesol) initiative, Europe's most important semiconductor research programme.

Mr Hans Friedrich, director for special semiconductor projects at Siemens, concedes that his company's memory business makes no money. SGS-Thomson barely breaks even.

Also of concern is the invasion of the Europeans' home territory by a host of US and Japanese chip companies. Motivated by a desire to be part of post-1992 Europe, to tap into a large market, and to avoid protectionist measures, outside investors are busily constructing chip plants throughout Europe. Fujitsu of

**The consumer electronics companies were boosted by last year's World Cup**

Japan is building a plant in the north of England, joining its compatriot company NEC, which is already established in Scotland. Intel of the US has chosen the Republic of Ireland as its manufacturing base. Mitsubishi and Hitachi, both of Japan, are setting up in Germany. Texas Instruments of the US, which is already present in Europe, is building a new factory in Italy.

The new plants do not pose a direct threat to the European-owned companies. Apart from the Intel plant, all the factories will manufacture DRAMs, an area in which only Siemens is active. Few doubt, however, that they will eventually manufacture other, more complex, chips in Europe. Mr Takao Negishi, European director of the Electronic Industries Association of Japan, says: "That's the common Japanese approach, to go for a segment of the market in which they're strong and then afterwards spread their product range."

The new arrivals, together with long-established US companies like Motorola, present European-owned manufacturers with another dilemma: should they be allowed to participate in programmes such as Jesol and other publicly-funded projects such as Esprit?

ICL, the British computer maker, was expelled from the European Information Technology Round Table, an influential lobby group, last month because the company is now 80 per cent owned by Fujitsu of Japan. Jesol is still debating whether ICL should be permitted to retain its membership. But IBM of the US has also been allowed to participate in Jesol projects and there are signs that other foreign-owned companies may be admitted.

Mr Raimondo Faletto, Jesol's president, said last year that the programme was not a fortress. "If foreign companies make a strong commitment to research in Europe, have their factories in Europe and if those factories face the same conditions that European companies face, I think it would be right for the Jesol board to consider allowing those companies to participate."

Philips agrees that if companies do research and development in Europe, as well as manufacturing, the nationality of their ownership should not bar them from participation in publicly-funded programmes.

Michael Skapinker

## Europe's transport and power supply industries are large consumers of semiconductors

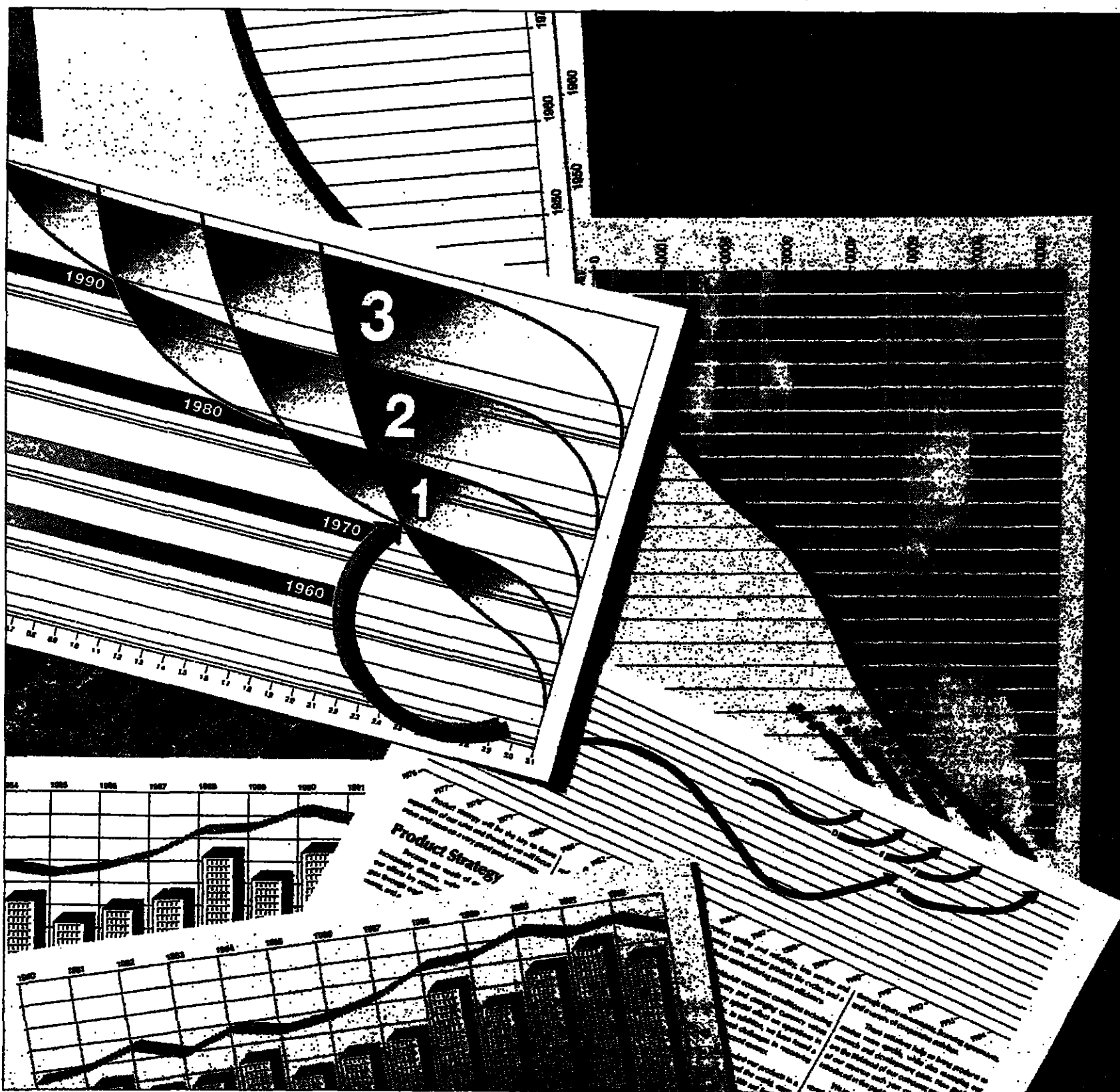
options equipment contains an increasing quantity of computer chips.

There are other European industries which have provided a boost to local semiconductor manufacturers. Mr Jim Easlake of Dataquest says that Europe's transport and power supply industries are large consumers of semiconductors. European chip makers have also benefitted from factory automation and semiconductor purchases by the car industry.

Europe's chip makers have other causes for satisfaction. The merger of Italy's SGS and France's Thomson has proved an organisational success. Siemens has won a healthy slice of the market for dynamic random access memory (DRAM) chips, the fundamental building block of the electronics industry. Despite these successes, Europe's chip manufacturers have serious worries. The first is that their growing market share has not been matched by a corresponding growth in profitability.

The electronic components division of Philips, Europe's leading chip maker, lost £125m (\$76m) in 1989. Last year, the company announced a significant scaling back of its semiconductor ambitions. It said that it was stopping pilot production of one-megabit static random access memory (SRAM) chips, in which it had invested more than £1 bn (\$606m) since the mid-1980s. It also resigned as the leader of the SRAM project of the Joint

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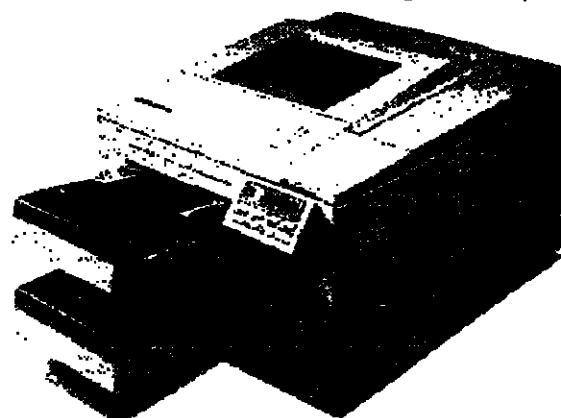
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## EUROPEAN INFORMATION TECHNOLOGY 9

## DEREGULATION OF TELECOMS

## A variety of responses

DEREGULATION of telecommunications networks began in the US as a response to the inability of a monopoly to cope with rapid change.

Competition in telecommunications has become essential to support an economy increasingly driven by information instead of production.

In the past decade the concept has spread across Europe, where it has had a different response in different countries. Britain has been the European leader, yet so far even here it can hardly be said to have been a complete success.

Privatisation began to change the culture of British Telecom, but most have seen BT as a reluctant participant in the revolution rather than its leader.

Its David and Goliath battle with the much smaller Mercury has brought the latter a significant minority share of corporate business and transatlantic and trunk routes.

But the pricing formula imposed on BT has done nothing more than restrict it from obvious exploitation of its position as a virtual private monopoly across most of the market.

BT has not been forced by competition into a general lowering of prices, according to Mr Andrew Johns of National Utility Services, which monitors telecommunications and other utilities on a world-wide basis.

He says the UK is still an expensive country in which to make local calls.

Ofel, the industry watchdog headed by Professor Bryan Carsberg, is generally thought to have had only limited success in making BT more competitive.

Now deregulation is into a new phase. A White Paper on the monopoly review was expected to introduce a virtual free-for-all for entrants to the network.

It is uncertain how many of those companies which aspired to being the third licensed carrier will want to join with no guarantee of survival.

One possibility is that new alternative carriers with their own lines, such as British Rail and the utility companies, will start to run trunk call services,

while the cable television companies and Regional Bell Operating Companies will operate some local services.

But new legislation will not bring a sudden end to BT's dominance. This will depend on the ability of competitors to take a sizeable proportion of BT's local customers.

Mobile systems, personal communications networks and cable may be the means of achieving this.

The UK has been ahead of the European Commission in its thinking on deregulation, but it was the Commission's 1987 Green Paper which formed the blueprint for telecommunications within the Single Market.

Most of its proposals have either happened or are going to happen, according to Mr David Rumble, a director of telecommunications experts PA Consulting.

But in most of Europe the Commission's directives have not been warmly welcomed. A patchwork of minimum provisions, a patchwork of phone services has generally been favoured over the need for technological progress and greater competition.

State monopolies have used the social policy argument to prevent attempts to upset the status quo. In most countries, that resistance looks unlikely to be overcome quickly.

The Commission backed off requiring an end to monopoly state control of voice services after permitted telecommunications regulators under the wing of government.

So France decided to keep its telecommunications network state-owned, partly because the government was convinced it could run a monopoly more efficiently than it could manage a competitive environment, and partly because of strong trade union lobbying.

The French government still uses the price of phone calls as a way of intervening in the market to control inflation.

Advocates of the French approach argue radical restructuring is unnecessary and point to France's considerable technological advances of the past decade under a monopoly, especially in converting to digital systems and in promoting

videotex. In response it could be said that centralised control has meant France has lagged in some important areas such as mobile phones. Also some would argue that it was only the threat of competition which pushed France Telecom into a progressive strategy.

All the other European countries have so far followed the French rather than the British example in running their main network. But the Commission has initiated change in value-added network services (VANS). The Open Network Provision policy says that all VANS providers must have equal access to the infrastructure.

How far competition in VANS will extend is uncertain. More progressive countries such as the Netherlands have been implementing the rules, while conservative countries have been reluctant.

However, Mr Bernice Clements of management consultancy Butler Cox predicts that France will introduce sweeping liberalisation of telecommunications, especially VANS, after the 1995 presidential election.

The Commission has also urged member states to grant licences to another mobile operator as well as the state organisation. Germany and the Netherlands have done so and even otherwise conservative countries such as France, Belgium and Spain are providing compliance in this.

This could be because they view mobile systems as secondary and not a potential threat to the main network.

Mobile and PCN - the new personal communications networks based on pan-European digital cellular technology from the Groupe Spéciale Mobile - are still unproven technologies. There will almost certainly be some business failures. But in the next decade they could make a substantial impact on state monopolies.

Then there may be backpedalling on liberalisation. This may be starting to happen in Germany, which has been a keen deregulator in the past few years.

George Black

## PHILIPS

## New toughness emerges

IN ITS struggle to slim down and return to profitability, Philips, the Dutch electronics group, has concentrated on its loss-making computer and semiconductor divisions.

Under its new president, Mr Jan Timmer, the company has moved quickly to cut thousands of jobs, pull out of unprofitable areas of the information technology business and close down expensive, prestigious research projects.

Mr Timmer, who was hastily made president in July after his predecessor had lost the confidence of the financial markets, has made clear that Philips can no longer afford to

spare any "sacred cows", including information technology, in its search for financial health.

His pronouncements were spurred by poor figures for 1989 and for early 1990 which showed that losses in computers and components were dragging down the overall performance of the Philips group, which is the world's biggest manufacturer of products ranging from light bulbs to colour television sets.

Mr Timmer's first move was to announce the elimination of nearly 5,000 jobs in the company's information systems division, reducing the 15,000-

strong workforce by a third. In components, he also cut 4,000 jobs out of a total of 35,000, mainly in the Netherlands and other parts of Europe.

These measures, which mark a break with Philips' paternalistic past, are probably less radical or surprising than the company's dual decision to pull out of the main part of JESSI, Europe's leading semiconductor research project, and to stop pilot production of one-megabit static memory (S-Ram) chips.

Philips, which had invested more than £1 bn in S-Ram research since the mid-1980s, said it saw little prospect for reaping profits in this sector because of price erosion.

This new emphasis on profits is a change from the days when Philips felt duty-bound to stay in the vanguard of technological developments to ward off Japanese and US domination of the semiconductor industry.

A further sign of the company's new policies was its virtual withdrawal from three other types of components where Japanese competitors have already taken the lead in world sales - liquid crystal displays for laptop computers, semiconductor lasers and image sensors.

As part of its revised information technology strategy, Philips is focusing on providing computer networks to banks, industry, government agencies and the service sector, areas in which it has traditionally been strong.

It is also hoping to catch up in personal computers where its European market share is minimal. At the same time, Philips is increasingly prepared to buy in software and hardware from other manufacturers to respond to customer demand for "open systems" based on industry-wide standards.

For the time being, Philips has abandoned attempts to arrive at partnerships with other computer groups, preferring to concentrate on putting its own house in order.

In January, however, the company reorganised its sprawling components division by placing its semiconductor activities into a new and separate product division. The company said the new structure would enable it to respond more rapidly to changes on the intensely competitive semiconductor market, but analysts noted that it would also make it easier for Philips to transfer its semiconductor business into a joint venture or partnership with another manufacturer.

Ronald van de Krol

## TELECOMS EQUIPMENT

## Approach to a unified market is very slow

since the takeover of STC by Northern Telecom and the merger of GPT into Siemens.

The European Commission believes that deregulation of the market is essential to protect Community manufacturers.

It aims to get rid of the inefficiencies inherent in having 12 separate telecommunications markets each with its own rules and to create a single market on a scale comparable with the US and Japan.

To achieve a genuinely open market in equipment supply requires not only an open procurement policy but also a set of European standards and mutual recognition of testing and certification methods.

Neither of these is yet fully established, so it remains very hard for manufacturers to sell into other Community countries where there is an overwhelming tendency to buy home-grown goods. The benefits of deregulation to manufacturers are therefore still a long way off.

Next year the European Commission's new rules on open procurement are supposed to take effect. They lay down, among other things, that manufacturers from all member states should have the right to bid for contracts to supply new phone systems to public bodies within the Community.

Legal instruments are being put in place to ensure fair play. There will probably be major test cases in the next couple of years.

How the new rules work in practice will be a major test of the success of the 1992 initiative as a whole. The main issue is whether 1992 will really



Girobank customer handles account from his car

bring an open market or whether it will simply make it easier for those from closed markets to penetrate open ones.

The conservative faction has been doing everything possible to water down, delay or thwart the Commission's directives. Progress is being held up by the move of the French and others to challenge the European Commission's political powers in the European Court of Justice.

At the same time, the resumed Uruguay Round of the GATT (General Agreement on Tariffs and Trade) talks will provide another chance to muddy the waters.

The conservatism of the French and their allies is based mainly on a fear that the

gle Market could lead not just to the dismantling of internal barriers but to an influx of equipment from the US and the Far East.

In particular, they fear the impact of Japan with its ever more dominant position in advanced chip technology and its cheaper production facilities.

At the top end of the telecommunications manufacturing market it is globalisation which is now the driving force. It is generally recognised that the next generation of public switches will cost so much to research and develop that the manufacturer will need to gain at least a fifth of the world market to justify staying in the business.

This means, in other words,

that there will probably be only five players in a few years. Experts expect AT&T of the US and NEC of Japan to be the leaders; the others could include Alcatel, Siemens, Ericsson and Northern Telecom.

European barriers have little relevance in this context since it is global alliances which will count. Without international partnerships in this field no one can survive. That is why the French Alcatel has joined with the American ITT to form one of the largest telecommunications organisations in Europe.

The Commission's new rules seem unlikely to create a Fortress Europe, excluding non-European manufacturers from the Community. AT&T has European partners which will make it effectively European for 1992 purposes.

Other US and Far East producers have taken steps to ensure that they are treated as local companies, either by forming European alliances or setting up a factory in a Community country.

But it is at the bottom end of the market that European manufacturers have succumbed most seriously to international competition, mainly from the Far East.

The worst fears of the French are being borne out here. The fax market, open to all comers a decade ago, today belongs almost completely to the Japanese.

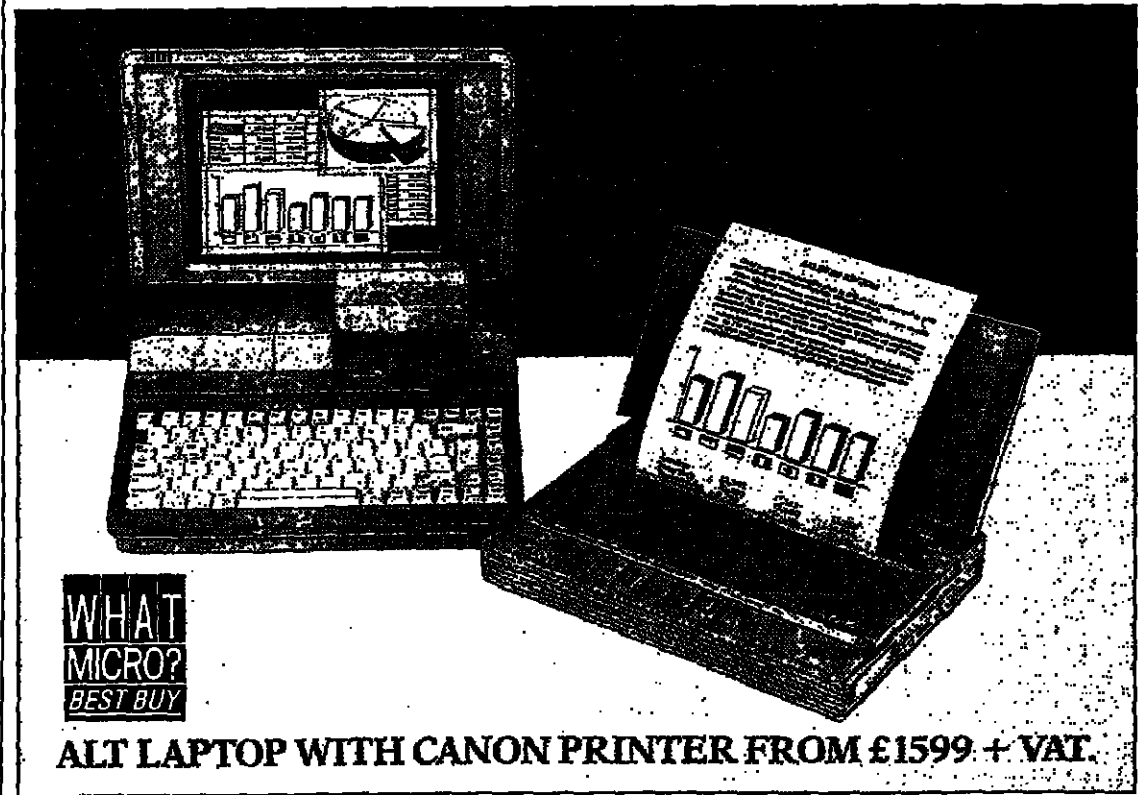
Phones could go the same way; more and more of Europe's phones and other low-cost manufacturers have succumbed most seriously to international competition, mainly from the Far East.

The cost advantage of producing phones in the Far East outweighs any tariffs; a large part of British Telecom's phones already come from South Korea.

So for manufacturers the risks of deregulation seem evenly balanced with the opportunities.

George Black

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## EUROPEAN INFORMATION TECHNOLOGY 10

There is increasing doubt whether computer services should be provided in-house

## New premium for human brain-power

COMPUTERS are cheap, people and skills are expensive. This basic equation triggered many of the seminal movements of the computer industry during the late 1980s. Some of those movements, including standardisation, programmer productivity, and Open Systems, have contributed to the rapid growth in Europe of the computer services industry.

In the early 1990s, the recession forced companies to look closely at their IT budgets at a time when information technology is expected to make a contribution to the core business as never before.

Top managers no longer question whether these expensive people and huge infrastructures are worth the money. But there is increasing doubt whether these skills

should be provided in-house. Rather than "outsourcing" piecemeal parts of the IT operations, some users choose complete facilities maintenance, FM, in which a client hands over its entire operations to a specialist provider and is able to wash its hands of the problems of finding, keeping and paying for those scarce IT skills.

For all levels of the computer industry, starting with the user companies, the problem of providing the right

skills is pivotal. Staff training is expensive and key employees who have grown an in-house mix of skills concerning a specific application, proprietary systems, or installation, are practically irreplaceable.

What you buy now matters less than from whom you buy it. For many organisations who used to rely on the high margins selling boxes, the provision of computer services could be their salvation. Hence the deliberate development of

"value added" products, niche markets and services.

Today's ideal IT employee is the "rounded up" person, who shows an appreciation and understanding of business tactics and goals as well as the necessary technical skills. For highly qualified, very experienced IT people, there is often no career-path inside user organisations. It makes sense for them to seek the challenges and rewards of working for third-party skills suppliers, where the depth of experience

can benefit many sites.

Over 10 years ago, Berkhamsted-based Synapse Computer Services pioneered third-party servicing of IBM systems software by forming a pool of rare and valuable IBM systems skills. Besides providing long-term support, its specialists nurse customers through such tasks as upgrading from one operating system to another, an area in which very few user companies could summon in-house experience. Synapse started exploring

European opportunities three years ago, particularly in meeting the needs of large corporations to "downsize" and implement standards across Europe.

Shell subsidiary Wavin, a large plastics manufacturer, used Synapse's installation, audit services before deciding to devolve its operations on to Unix machines, establishing centres in Denmark, Holland, the UK, Germany and France. Another company which puts great emphasis on the long-term "business partner-

ship" is Olivetti Systems and Networks. Across Europe, 40 per cent of OS&N's revenue comes from services.

In the UK, Barclays chose third party maintenance from Olivetti S&N when seeking economies of scale in maintaining more than 200,000 pieces of equipment.

Centralisation of the support has brought the expected benefits, plus a few spin-offs in the area of efficiency and smooth running. Barclay's Central Retail Services Division has

just followed suit.

EDS and Hoskyns have long backgrounds as service companies, and particularly facilities management (FM), the management of all or part of an organisation's IT services. "It's a long-term relationship, and it's essential to understand the business," commented Hoskyns' marketing director of FM, Peter Falconer.

The large US-owned EDS company, for whom 100 per cent of revenues come from services, also sees a shift in emphasis. A broad-based specialist in large-scale integration, EDS has capitalised on its experience, providing complete services to its General Motors parent to grow its market share in Europe.

Claire Gooding

## SOFTWARE ENGINEERING

## The tools of the future

EUROPEAN companies see information technology as a crucial part of their plans to meet the challenge of the new Europe in the 1990s. At the technical level, this means cultivating the skills to enable them to build new computer software applications quickly and efficiently.

The economic changes in Europe coincide with fundamental changes in information technology. These changes include the way that businesses use their use of the technology, the nature of the computer hardware and the way that they build software.

In place of a computer system's traditional role as a support for business operations, it is increasingly seen as a way to gain competitive advantage in the market. At the same time, distributed networks of smaller computers are replacing central mainframe computers and new tools to smooth the software development process are being used.

Computer-aided software engineering (CASE) is one of the main technologies to have emerged in the last decade and its use looks set to increase. A recent survey of 1,000 IBM computer users in the UK, conducted by the software company Pansophic, suggests that the growth in the use of CASE tools will increase considerably in the 1990s.

The survey shows that 70 per cent of companies with an annual turnover of up to £100m intend to purchase CASE tools in the next three years. Currently, only 17 per cent of this group use CASE. Larger companies with turnover between £100m and £500m will also increase their use of CASE tools.

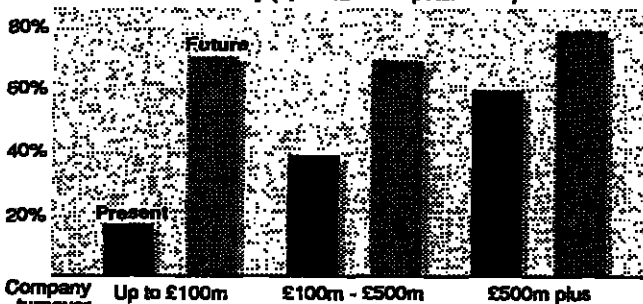
About 38 per cent of these companies use CASE and this will increase to 60 per cent over the same period. Very large companies with turnover over £500m are the main users of CASE (about 60 per cent) and this sector will also increase (to 78 per cent).

Bob Davies, head of Pansophic's UK CASE division, says that the changes in Europe are not necessarily the main reason for the growth in CASE usage; but they are certainly a factor. "It is related to a number of things - cost control, the growth in multiple hardware platforms and the desire to have a single standard development environment. Alongside this, users want their suppliers to be able to offer pan-European support."

Unlike the US, Europe has a

## Computer-Aided Software Engineering

1990 UK CASE users survey (1,000 IBM computer users)



number of indigenous hardware suppliers, each with a different approach. Bull in France, Siemens in Germany and ICL in the UK all have established national bases and software suppliers have had to be capable of supporting as many of these as possible.

In spite of moving towards open systems standards such as Unix, proprietary systems are likely to remain for some time and customers will need to develop applications which fit both strands. Mr Davies says this was one of the main findings of the Pansophic survey.

Other software suppliers agree. "The flexibility to target multiple platforms has become very important," says Vic Morris, managing director of UK CASE supplier Software Generation. "Customers are looking for single development environments which can build applications for many different machine types. If you look at the European customer base it is about 60 per cent IBM and 40 per cent other vendors. But more and more computer users are buying from several hardware suppliers."

Rob Baldock, head of Andersen Consulting, the software arm of Arthur Andersen, sees the same trend: "Multinational companies who are positioning to take advantage of the new opportunities in Europe want the same software across all their national subsidiaries. They see 1992 as an incentive to introduce standard systems to increase productivity at the same time as making cross-border information flow easier."

He believes that traditional differences between countries in Europe and the way they build business systems are not as great as they were. "Large multinationals are no longer accepting the argument that

things are different. They want to be able to build the same core application and adjust it for local conditions. It is a bit like an exercise in town-planning. You lay down a basic architecture and then fill in the gaps. CASE allows you to do this."

In Andersen Consulting has adopted this approach in its own development. The research and development for Foundation, its CASE product, is based in Nice, although the product is marketed worldwide. CGI, another French-based CASE supplier, has practical examples of this approach. Yves Revault d'Alonnes, CGI's director of CASE, cites Avis, the car rental company and Moët, the champagne manufacturer. "Avis has taken our financial resources system and customised it with our Pachase CASE tools for its European subsidiaries. And Moët is in the process of redeveloping all of its systems for Europe-wide use."

CGI's Pachase tools set one of the earliest CASE tools to consider multiple hardware platforms. It can now cater for up to 40 different hardware types and many different combinations. "There are many customers who generate applications with our tools," says IBM in France or DEC and ICL in the UK," M. d'Alonnes says, suggesting that European harmonisation may spread to CASE technology.

CGI, along with British Telecom in the UK, has been appointed to help devise a common approach to CASE methodology under the auspices of the European Economic Commission. The project, called Euromethod, aims at synthesising a common set of tools and a vocabulary for comparing CASE across the European countries. CASE methodology lays down basic principles of

design and procedure for the development of software applications within the scope of the software life cycle. Each country has its own approach, backed by individual national governments. The UK has the SSADM method and France has a method called Merise. M. d'Alonnes says that Euromethod will bring these together so that computer users can make comparisons. The project is still in the early stages, however, and is unlikely to have any short-term influence on companies' plans to make use of CASE to further their European ambitions. What is clear is advanced CASE tools have an important role in building systems which will meet the challenge of greater international competition in the 1990s. Those companies which do not take note of this could find themselves left behind.

Phil Manchester

## STANDARDISATION

## Mainstay for profit

BEHIND the public image of men in white lab coats arguing over the latest process control chip or a new-fangled telephone wiring system is a process which the European IT industry sees as the mainstay of its future profitability.

The industry has pioneered the development of "open systems" computing in an attempt to defend its market against US and Japanese manufacturers.

The concept of open systems - in which computer hardware is built to a set of common standards so that equipment from one manufacturer can work with that from another and software can be shifted between machines - has become almost synonymous with Unix, the computer operating system devised by AT&T, the American telephone company.

And as a result, its name has been blackened over recent years by the emergence of two separate groups intent on pursuing different developments of Unix and so negating the idea of one common standard. "The growth of the market as a whole has been slowed down by the so-called Unix wars by at least a year," says Mr John Lomas, a member of the corporate strategy group of Olivetti Systems and Networks, of Ivrea, Italy. However, Mr Lomas, who is also chair-

man of the steering committee of Unix International, one of the two Unix groups, believes rumours of their difference have been greatly exaggerated.

With the EC recommending that all national governments should adopt open systems, Unix found an early place in the halls of government power. But over the past year many companies have also begun to include a specification for open systems in their procurement documents. The advantages are obvious: a company could buy a system from, say, Siemens or ICL, and if Bull or Olivetti were then to produce a more powerful piece of hardware, the company could buy the updated system and transfer the software directly from the old computer to the new one.

But although it is the European manufacturers that pushed for the introduction of open systems, implementation of the concept has brought as many headaches as solutions. Because open systems reduce computing equipment to a series of commodity products, price becomes a dominant factor in purchasing decisions, and computer makers have to fight hard to develop the extra bell or whistle that will mean their products are favoured rather than those of their competitors.

"Users are better off but manufacturers

are in a terrible mess," confirms Mr Lomas. "Here in Italy we can't sit down and say let's do this. We have to talk to X/Open and see what the rest of the industry is doing and then build on that. And we have to make sure our 'value added' is not becoming a commodity."

Although "open systems" is a term coined by the computer industry, it is one that applies across many other fields of electronic technology such as consumer products - users and manufacturers alike remember the anguish caused when they backed the wrong VCR standard - and telecommunications.

The need for common European telecommunications standards has led to the setting up of the European Telecommunications Standards Institute (ETSI), in Nice. It is now considering standards for cordless telephones, mobile radio and personal communications networks. But the most widely publicised feat of collaboration has been in the development of the standard for a pan-European cellular radio service, which will come into operation in July this year, enabling car drivers to use the same carphone as they drive across frontiers.

Della Bradshaw

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## OLIVETTI

## Double-barrelled attack

BERLIN was chosen by Olivetti as the location for last month's launch of its new personal computer range in a move designed to underline the company's character as a "European" producer.

Olivetti is admittedly one of the very few European computer makers now making laptops in Europe, a fact it took pains to underline in its glossy launch.

But being a European computer producer is no bed of roses at present, given the pressures facing the industry, which has had to fend off particularly acute US and Japanese competition on its home turf over the past year.

Olivetti has been fighting from the difficult terrain of an overvalued currency - notably against the dollar and the yen in the first half of 1990 - and crises in some of its key markets.

With 80 per cent of manufacturing based in Italy, which had inflation of 6.5 per cent last year, the company has also been squeezed on the cost side. The group performed well in Europe, where its 8.7 per cent sales growth, excluding Italy, was roughly in line with forecasts for the continent as a whole last year. But non-European markets were a "real disappointment", according to Mr Vittorio Cassoni, its managing director.

The crisis in the US banking industry, an important Olivetti customer, and economic decline in Canada and Austria

will be reflected in Olivetti's 1990 earnings, which will be released in late April. "We are in profit, but there has been a compression of margins compared with the previous year", Mr Cassoni says.

Nevertheless, the company is proud to have remained in the black after net earnings of £202.8bn in 1989. "We have done pretty well compared with most of our competitors," he says.

## Being a European computer producer is no bed of roses at present

Mr Cassoni recognises that the year ahead will be no easier, with the Gulf war having added a further element of uncertainty to an already cloudy picture.

But although demand for personal computers in Europe is expected to fall below the 13 per cent recorded in 1990, he still expects some growth, albeit no longer in double figures.

Olivetti has decided on a harsh reduction in costs, notably through job losses, and a further emphasis on technologies for which demand is rising, as its twofold response to the harsher circumstances ahead.

The 7,000 job losses due this year, which will reduce total employment to some 47,000, represent "a big programme",

ings as redundancy costs are absorbed, he says. But despite the sensitivity of the negotiations with the unions and government, Mr Cassoni is pleased that matters were settled in just two months, and he stresses that no more big cuts are due.

As for products, the emphasis is at Olivetti's Systems and Networks division is now firmly on non-proprietary "open systems" technology, which allows common software to be used on a variety of manufacturers' machines.

Meanwhile, Olivetti Office, the subsidiary concentrating on mass-market personal computers and office equipment, is also pushing ahead with devices such as PCs, laptops and non-impact printers, "for which demand is rising", says Mr Cassoni.

Together, products based on technologies for which demand is growing are expected to account for 65 per cent of total group revenues after 1992, compared with 43 per cent in 1989 and 48 per cent last year, the company forecasts. "It's a race we have to win, as that's what leads our growth", explains Mr Cassoni.

Europe will be the focus of that contest. Olivetti is stepping up efforts to protect its position, as Europe is where Mr Cassoni expects US and Japanese competition to be toughest this year. "We must continue to gain market share", he says.



## EUROPEAN INFORMATION TECHNOLOGY 11



The onward march of television: from the 1936 set shown at London's Olympia (left) to a high-definition TV (right)

## HIGH-DEFINITION TELEVISION

## The attractions of clarity

AT a lavish reception in the La Défense district of Paris, last month, Thomson of France launched a \$7,000 television set, aimed at keeping the company and Europe at the forefront of the consumer electronics business.

The set provides clearer pictures than those hitherto available, although it still falls short of the standards expected from high-definition television (HDTV). Fully-fledged HDTV, which Thomson Consumer Electronics believes is crucial to its long-term future, is expected to be available by the middle of the decade.

The company's commitment to HDTV is shared by the French and Dutch governments, as well as by Thomson's competitor, Philips of the Netherlands. The two companies and their governments are devoting about \$4bn to HDTV research.

Despite their success in developing a European high definition standard, few outside the two companies are optimistic about their chances of success.

The threat to Europe's high-definition hopes takes three

forms. The first is the absence of broadcasters willing to transmit programmes in the Mac system which has been adopted as the European standard. Mac was originally developed by researchers at Britain's Independent Broadcasting Authority. A European Commission directive requires all satellite broadcasters to use the D2-Mac system, the half-way stage to HD-Mac, the proposed high-definition norm.

In spite of the directive, which was adopted in 1987 and which is due for renewal next year, most European satellite broadcasters use existing technology. Mr Rupert Murdoch's Sky Television broadcasts from the Astra satellite in PAL, the system currently in use in the UK, Germany and much of the rest of Europe.

The only French stations broadcasting in D2-Mac are the Canal Plus pay television service, a pop music channel and a culture channel.

The most committed Mac broadcaster was British Satellite Broadcasting, which used D-Mac, the UK version of D2-Mac. Last year, Mr Ronald Blunden, a senior vice presi-

dent of Thomson Consumer Electronics, said: "We knock on wood every morning, praying that BSB will be successful. If they go down, the Mac standard will go down."

BSB did go down late last year, merging with Sky. The merged company will broadcast in PAL and some observers think that the Mac standard has probably gone down

with it.

In spite of Mr Blunden's dramatic claim last year, however, Thomson insists that D2-Mac and HD-Mac still have a future.

The advantage of the system, Thomson says, is that it is compatible with Europe's existing standards. Thomson's new set has 1,250 horizontal lines, exactly double the number on existing European screens.

This means that owners of the new Thomson sets can continue to receive broadcasts in PAL or Secam, France's con-

ventional system, as well as in D2-Mac. Fully-fledged European HDTV will also have 1,250 lines.

By contrast, the only other HDTV system already in use, Japan's Muse, is incompatible with the older television standards throughout the world. That HD-Mac does not require Europe's television owners to throw their existing sets away is one of the most important arguments in its favour, its defenders say.

Muse might be incompatible with current standards in either Europe, the US or Japan, but the Japanese still represent the second major threat to Europe's hopes. Japan's great advantage is that it has been working on HDTV for 15 years longer than the Europeans, who only began developing Mac in 1983.

Japan is also assisted by the close collaboration between electronics companies, the government and NHK, the country's broadcasting organisation. NHK has been transmitting an hour of HDTV every day since June 1989. The broadcasts, which include opera, sport, travel and fash-

ion, can be seen on sets in public places and department stores around Japan.

At the end of this year or the beginning of 1992 NHK hopes to begin broadcasting eight to 10 hours of high-definition programmes every day. Japanese consumer electronics companies have already begun to sell fully-fledged HDTV sets. As the sets cost ¥2.3m, with a HDTV decoder going for a further ¥1.8m, the companies do not expect many takers.

All these developments, however, are providing Japanese consumer electronics companies with valuable experience. Even if Europe's standard does eventually take off, the Japanese believe they will have acquired sufficient expertise to manufacture HD-Mac sets.

The third threat to Mac's prospects comes not from Japan, but from the US, which has barely any presence in the consumer electronics industry. The Federal Communications Commission will select an HDTV system for the US from five contenders. A consortium which includes Thomson and Philips is one of the applicants. The winning system, however, is likely to be more sophisticated than either Muse or HD-Mac.

A recent French report, produced by a think tank attached to the foreign ministry, said that the US developments could make Mac redundant. The French government, however, reaffirmed its support for D2-Mac, saying that a more highly developed system would take many years to develop.

The European Commission's satellite broadcasting directive comes up for renewal next year. Some voices within the Commission are calling for the directive to be strengthened to ensure that all satellite broadcasters use D2-Mac including those transmitting from Astra. Others, however, seem prepared to accept that Europe's brave new standard has failed to rally enough troops.

Michael Skapinker

## CONSUMER ELECTRONICS

## Power of entertainment

**SCEPTICISM** over the prospects of a European high definition television system should not obscure Europe's success in consumer electronics.

In Thomson of France and Philips of the Netherlands, Europe boasts consumer electronics manufacturers in the world's top four. Smaller players like Nokia of Finland and Amstrad of the UK have also managed to establish themselves in a fiercely competitive market.

Together with Matsushita of Japan, Thomson and Philips are the world's largest makers of colour television sets. Mr John Bird of BIS Mackintosh estimates that Thomson and Philips each makes more than 6.5m television sets a year. He adds that 33 per cent of consumer electronics expenditure worldwide still goes on television sets.

Philips, Europe's largest electronics company, has suffered severe financial setbacks over the past year. Nevertheless, its consumer electronics division has remained a bright spot, as is to be expected from the company which brought the world such new consumer gadgets as the compact disc, the audio cassette and the video cassette recorder.

Although Thomson Consumer Electronics declared a net loss of FF680m for 1990, it has followed a bold strategy of expansion in recent years, purchasing the RCA consumer electronics division of General Electric in the US in 1987. In the same year, it bought Ferguson, the leading vendor of television sets in the UK, from Thorn EMI, the British music, light fittings, rentals and technology company.

Mr Bird believes that whatever the progress of high definition television, companies such as Philips and Thomson will continue to play an important role in television manufacture. "It's all about merchandising and distribution," he says. "The companies concerned have won terrific brand loyalty. It is true that whoever establishes the high definition standard will tend to improve their competitive position. But we always say that the days are gone when you can use

your standard as a competitive weapon per se. We live in an open and competitive world. Whatever new systems are presented, I am absolutely certain that companies like Philips and Thomson will have competitive products."

Although television has maintained its importance in the world of consumer electronics, the 1980s can be said to have been a decade dominated by the video cassette recorder. Japanese companies have established a strong position in VCR but both Thomson and Philips are thought to produce more than 1m recorders a year. Thomson manufactures VCRs in a joint venture with JVC of Japan.

The video cassette recorder market in Europe is still rela-

**Philips has suffered severe financial setbacks over the past year**

tively immature, suggesting that companies with a strong presence can still boost their VCR sales. According to BIS Mackintosh, more than half of those buying VCRs are first-time buyers in almost all European countries. Only in the UK and Norway do first-time purchasers account for fewer than 50 per cent of total buyers. In France, Italy, Spain, Austria, Belgium, Portugal and the Republic of Ireland, more than three quarters of those buying VCRs have never owned one.

In Europe as a whole, 49 per cent of households own a VCR. In the US, the proportion is 81 per cent. In Japan, where some households boast more than one VCR, the figure is 116 per cent.

Although many Europeans have yet to purchase their first VCR, Mr Bird believes that the battleground of the 1990s will be in camcorders, compact discs and other small products. Here, European companies have the disadvantage of a less developed domestic market than their Japanese counterparts. BIS Mackintosh believes that Japanese consumers generally buy two or three times as many electronic

gadgets as their western counterparts.

Mr Hiroyuki Mizuno, executive vice president of Matsushita, says that Japanese consumer electronics companies are greatly assisted by the high price of real estate in Japan. Whereas young European couples devote a large proportion of their income to their homes, Japanese consumers tend to spend their money on consumer durables and luxury items. Mr Bird says: "It is not that the European haven't got the technique. It's just that the Japanese have the volume which enables them to manufacture on a global scale."

Philips says, however, that it intends to slow the Japanese advance in another important area of consumer electronics: digital audio tape (DAT). Sony of Japan believes that DAT tapes will have a similar relationship to compact discs that of audio cassettes to vinyl records, enabling ordinary consumers to make the own high quality recording. Representatives of America's songwriters and music publishers have already strong objections to the sales of DAT cassettes, saying that Sony is "inaugurating a new era in unauthorised home taping of copyrighted music compositions". The DAT machines allow consumers to tape from a CD to a tape, not from one tape to another.

Philips believes it can attack DAT on a different basis: that it will make consumers' cassette collections redundant. Instead, Philips says it intends to launch a new system, the Digital Compact Cassette (DCC). These tape players will be able to handle both digital and conventional sound quality equal to that of compact discs, Philips says.

The company says that several major music organisations are participating in the development of DCC. These include PolyGram, a subsidiary of Philips, EMI and Bertelsmann. Tandy of the US is also participating in the project and Philips says hopes to entice some Japanese hardware manufacturers to

Michael Skapinker

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## ALCATEL

## Eastward and southward

IF TELECOMMUNICATIONS equipment is one of the few strong and profitable areas in Europe's IT industry, Alcatel, the region's biggest producer, is no exception.

Growth has been impressive since the group's formation in 1986, from the merger of the telecommunications business of Compagnie Générale d'Électricité (recently renamed Alcatel Alsthom) with the telecommunications activities of IFT, the US conglomerate. Productivity improvements, the savings achieved by pooling the partners' development efforts, plus a rise in market share, lay behind a 33 per cent increase in net profits to Ecuf78m in 1989.

As a pioneer of the internationalisation of Europe's telecommunications industry, the merger appears so far to have worked well. Yet the French company is at the same time grappling with the problems of international competition from its arch-rival, American Telephone & Telegraph, and Siemens and Fujitsu, its nearest competitors in the transmission equipment market, where Alcatel was until recently relatively under-represented.

Not content with the IFT merger, Alcatel has been expanding into southern Europe over the past year through a wide-ranging alliance with Fiat, the Italian automotive group, and into eastern Europe and the Soviet Union through a series of joint ventures, attracted by the potentially lucrative task of renewing the region's creaking telephone networks.

However, it was the chal-

lenge posed by a more open and competitive European market that lay behind the alliance between Alcatel Alsthom - which owns 70 per cent of Alcatel, with the rest in the hands of IFT - and Fiat.

As well as suiting both companies' industrial needs, the Fiat marriage is an indicator of how European governments are feeling increasingly relaxed about allowing foreign companies to buy into a sector that many used to see as a strategic preserve.

One result of the deal was to

**Growth has been impressive since the formation of the group in 1986**

give Alcatel 75 per cent control of a new company created through the merger of Fiat's Telettra telecommunications equipment subsidiary and its own Italian offshoot, thereby doubling Alcatel's sales in southern European telecommunications equipment.

Since the overall deal is one of the biggest European cross-border alliances to date, it is little surprise that the European Commission has launched an anti-trust inquiry into aspects of it. But assuming Brussels does not impose big changes, the deal significantly increases the group's transmission equipment sales, an area which had until recently been overshadowed by Alcatel's strength in public switching, where it has 15 per cent of the world market.

The big step in Alcatel's

eastern European development came last June with an agreement to make 1.5m system digital telephone lines to 100,000 FAX private exchanges a year in the Soviet Union. These, plus joint venture agreements in Yugoslavia, Hungary, eastern Germany and Poland are estimated have lifted eastern European turnover to FF1.4bn last year, out of estimated 1990 Alcatel sales of FF95bn.

In Western Europe, the opportunity is the coming arrival of digital mobile phones which offers Alcatel the chance to rectify its fall so far to compete significantly in conventional - or analog - radiotelephones. The new generation, based on the European wide Groupe Spécial Mobile standard due to come into effect this year, owes its fall so far to higher quality communications, plus an increase in the over the present system.

Alcatel is developing G infrastructure equipment. Nokia of Finland and AEG Germany and has awarded contracts, either its own account or in the consortium, in seven countries. Meanwhile, it is investing heavily in digital handsets, aims to take a significant share of a European market estimated to be worth up to FF22.5bn by the end of the decade, more than twice as much as the infrastructure market. Enskilda Research, however, with most of its competitors sharing the same dream, wins will be the same.

William Dawkins

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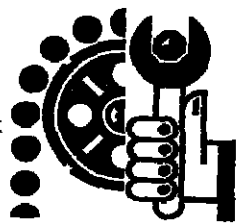




## CONTRACTED BUSINESS SERVICES

SECTION IV

Monday March 11 1990



More than 50  
companies in  
Europe, each with  
annual revenues of  
£1bn, now offer

in-house business services to  
public and private organisations  
seeking to increase their efficiency  
and to improve performance.

Michael Cassell looks at the sector

Spotlight on  
cutting costs

THE RAPID, worldwide growth of the business support services sector reflects a revolution in boardroom thinking over the most cost-effective and efficient way to run a company in today's harsh, highly-competitive corporate environment.

Faced with mounting pressures to cut costs, increase efficiency, flexibility and the quality of the products they make, public and private sector organisations are engaged in an open-ended effort to improve their performance.

On hand to help them is a disparate group of industries which may appear to have little in common but which share a single objective - to offer relief from many of the essential but peripheral daily responsibilities.

The enlistment of outside help to provide a range of in-house business services goes back more than 30 years. But what began as a limited contract arrangement for a typist or a filing clerk has become a multi-disciplined system of support services able to handle almost every aspect of business operations.

Today, the corporate client can contract external resources to handle waste disposal, laun-

dry, security, catering, plant hire, transport, building maintenance, telecommunications and information systems and travel and skills training.

The revolution has been a principal driving force behind the expansion of a service industries sector which, according to the European Commission, now accounts for half of all EC output, 40 per cent of employment and one-third of exports.

According to the European Service Industries Forum (ESIF), which represents a range of service-based industries, Europe has more than 50 companies in the service sector with annual revenues exceeding £1bn. The sector, it claims, is the only one within the European economy where employment has grown steadily for the past 15 years.

ESIF claims that the practice of contracting out subsidiary business functions to service companies is growing rapidly as companies calculate the advantages. Mr Gunter Pauli, ESIF's chief executive, says research suggests that, by contracting out, a company can improve its operating efficiency by up to 20 per cent.

The process is further advanced in the United States,

where more than half of companies contract out at least a portion of their support services. Even so, the average US manufacturer is estimated only to have delegated the equivalent of 8 per cent of gross economic output, leaving ample room for further growth.

The total business support services market in Britain was calculated by the Oxford Fore-casting Unit to be worth £42.5bn in 1990, or 5 per cent of gross domestic product. The unit suggests the figure could grow by more than 11 per cent per annum to £50bn by 2000.

Almost daily, announcements from corporate giants such as IBM, ICI, BP, British Telecom and Marks & Spencer demonstrate that companies are increasingly deciding to stick to what they know best - their core business. By employing outside specialists to take care of everything else they have decided, to quote a saying now well used in the corporate sector, "to stick to their knitting".

The public sector is offering a potentially rich seam for the business support sector, given the gradual implementation of management systems designed to inject commercial disciplines into areas not previously subject to such intense pressures to minimise costs. The market's potential has been estimated at £20bn a year.

One calculation suggests Britain's National Health Service already allocates £4bn a year to contracting out services to maximise resources for medical services.

In the US, the federal government requires that government departments should, wherever possible, obtain goods and services from the private sector, an attitude which also prevails at local levels, where more than half of local authorities contract out services such as refuse collection and maintenance.

As in the US, growth in business support services in Britain is projected to rise significantly faster than GNP in

the next decade. The trend will be helped by the increasing tendency of public authorities to privatise services. The same trend is also under way in Japan.

Mr Peter Drucker, an expert in corporate economics, says the growing trend for companies to use increasing numbers of people on the payroll of outside contractors will continue to accelerate sharply. "In another 10 or 15 years it may well be the rule, especially in larger organisations, to farm out all activities that do not offer the people working in them opportunities for advancement into senior management".

The formula may be the only way to attain productivity in clerical, maintenance and support work. When service and support costs accounted for less than 10 per cent of total costs on average, such activities were rarely examined in detail; now they can rise as high as 40 per cent, the spotlight has been firmly turned

upon them. According to Mr Drucker, "in-house service and support activities are *de facto* monopolies. They have little incentive to improve their productivity. In fact, they have a considerable disincentive to improve their productivity. There is, after all, no competition".

There is much competition among those companies which provide the support services. In the UK, the growth of the sector has been recognised by the creation of a new sub-sector to the FT Actuarial Index. It includes an initial 14 companies offering industrial and business services and primarily concentrating on those providing practical, rather than professional services.

The companies listed include BET, the business support service conglomerate offering a network of inter-related operations such as Initial, Lorne Stewart and Biffa. Intended to provide a range of contract staff, skills and equipment, BET now claims to be

among the world's 10 largest companies in the field.

Other leading British names in the new sub-sector include Automated Security Holdings, Hogg Robinson, Manpower, Reed Executive, Rentokil, Securicor and Sketchley. All 14 have a total market capitalisation of more than £45bn.

Companies such as Godfrey Davis and Hays might be included later, along with those operating in the waste management and computer software fields.

A survey conducted last year by ISS Europe, part of the international contract cleaning group, showed an increasing readiness by companies to contract out some of their support operations. Nearly three quarters of companies approached said they already relied on outside organisations to provide cleaning services, while nearly half were prepared to contract out catering and security services.

As the use of external support services spreads, so the

## IN THIS SURVEY

■ Concentrating on core business; Richard Evans traces a town hall revolution .....Page 2

■ Mike Cassell looks at leading players; Case studies; Material benefits for workers .....Page 3

■ Security, distribution, catering and building maintenance examined by FT writers .....Page 4



LEFT: An idyllic setting for Hereford and Worcester County Council who are pioneers of contracted business services - they were the first local authority to privatise school meals and have employed security and catering firms at County Hall for 13 years. The Conservative-run county council in the heart of the Midlands serves 600,000 people and has a long tradition of forays into the private sector. Figures show £1m saved by contracting out meals for middle and secondary schools was used to employ a further 175 teachers.

concept is developing further. The contracting out, by one supplier, of packages of services is widely regarded as a logical progression and so-called "multi-service" suppliers are beginning to take shape.

Though the demand for contracted business services is unlikely to escape the full effects of recession, its practitioners appear confident that a period in which the need for cost-effective, efficient management assumes paramount priority can only serve to help their cause.

The search for cost-savings in every corporate corner will bring into focus the potential advantages of farming out a range of non-core business activities. If the companies offering business support services can offer identifiable cost advantages and guarantee quality of provision, then the present hard times could prove to be of enormous help in spreading their particular gospel.

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James Lees



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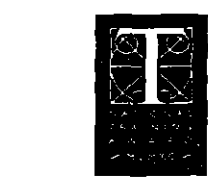
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## CONTRACTED SERVICES 2

Michael Cassell examines the reasons for contracting out

# Concentrating on core business

THE TYPICAL director can expect to spend around three hours a day resolving problems arising from a company's subsidiary operations.

Increasingly, companies are less inclined to indulge in such wasteful diversions. However, many companies still appear to be surprisingly vague about the real costs involved in providing such support services. But average estimates suggest that they range from 20 per cent of overheads to 30 per cent or more if, for example, transport facilities are involved.

Business support specialists claim that contracting out can save 20 per cent or more, although lower operating expenses offer only one potential advantage.

Perhaps the most common reason for seeking an outside company to provide in-house services is the prospect of capital flexibility. Removing the cost burden associated with the continuous renewal of assets, whether in the form of tanker fleets, construction equipment

Removing the cost burdens associated with the renewal of assets, can release capital resources

and material handling equipment can release capital resources. In addition, the business support operation will usually be able to offer "state-of-the-art" plant and equipment.

There is also the question of labour flexibility, delegating responsibility for fluctuating manpower requirements and allowing companies to divest themselves of the management implications of recruiting, training and motivating

staff across a range of disciplines.

A company which employs contracting-out procedures can also identify costs, over which it has more control, a year ahead. By taking assets off the balance sheet, contracting out can also offer significant accounting benefits and reduce financial risks.

be increasingly tested to find staff of the highest calibre. They will only be able to do so by providing conditions, the expense of which will only be justified for a core of employees.

There are potential problems, however, for any company considering a switch to external providers of support

business support contractors. If a client insists, although they claim the arrangement may not prove as disruptive, given that they cannot exercise the sort of overall control which offers optimum benefits.

Some of Britain's biggest companies have already taken the opportunity to hire out peripheral activities. Last year, for example, British Petroleum announced plans to make redundant 1,100 central office staff as part of a management shake-up. The job losses were concentrated on office support and information systems, to be provided by outside contractors. Why BP had asked itself, did it need to employ an army of cleaners when someone else could do the job more efficiently?

British Telecom, in its continuous search for cost-saving, has not only cut staff but taken a hard look at the extent to which peripheral activities, from catering to printing, can be contracted out or sold off.

Several large groups have made the transition, but only after announcing extensive redundancies

ing on contractors for elements of its operations. The support services at its new headquarters in Bracknell, including everything from electrical maintenance to plumbing, have been farmed out. Marks & Spencer is also contracting out store maintenance activities, while Midland Bank has offloaded the development of training programmes and Vauxhall Motors has contracted out its computer services.

Business support specialists claim that contracting out can save 20 per cent or more, although lower operating expenses offer only one potential advantage

The operational benefits can also prove worthwhile. Apart from saving management time, economies of scale can provide considerable cost savings and companies might also manage to avoid potential industrial relations problems given an increasing dependence on external employees.

Mr Neil Ryder, BET's corporate affairs director, puts the case simply: "Increasingly, senior management have been brought up on the core business philosophy and are inclined to hand out those other elements of their operations."

"Why, companies ask, should they struggle with the problems associated with managing a workforce in areas of activity about which they know little or nothing?"

"As important, companies simply cannot provide an attractive career structure for people employed in running support services, so the quality of personnel involved may be questionable. An outside contractor can, in contrast, create a management structure which attracts higher quality staff."

Demographic changes also mean that, within a few years, companies will

services. Contracts need to be tightly defined and yet should permit a flexibility capable of reflecting fluctuations in business fortunes.

There can also be initial, and unwelcome, upheaval for the workforce when a switch is made. Several large groups have made the transition, but only after announcing extensive redundancies.

The biggest consideration for many corporate clients will be to ensure they receive a quality of service which is at least capable of replicating in-house standards and which should, in many cases, be able to exceed them. Though services may be provided by an external agency, the reputation and image of the client company will be at stake.

The trend towards the provision of several support services by a single operator also raises another issue. Will the provider of the support services necessarily prove to be the most appropriate choice across a range of back-up functions? A company may offer an excellent deal on cleaning, but does that mean that its waste disposal service is equally appropriate?

The multi-service providers say they will retain some existing, outside busi-

Richard Evans traces progress  
in a town hall revolution

## Privatisation verdict awaited

THE TREND for local authorities and other public sector organisations to privatise some services and put others out to tender has been pronounced in the UK over the past decade, although the results have not always lived up to expectations.

Before the early 1980s, local authorities ran all their services and had developed a frequently deserved but occasionally unfair reputation for over-manning and acquiescence in restrictive union practices.

Then came the development of Thatcherite economic policies, and the pressure for cost-cutting and the introduction of competition changed attitudes. Local councils were not considered to be trailblazers in management excellence, and most private sector executives thought they had little to learn from the town halls, widely regarded as a pushover.

Similarly, the government believed if councils' direct service organisations (DSOs) had to compete through the tendering process with private contractors, the latter would win. It did not quite work out like that. A quiet revolution was put in hand as local authority resources came under increased pressure from a cut-back in central government grants and a blitz on more blatant inefficiencies.

The main weapon towards increased efficiency, in the government's view, was compulsory competitive tendering first introduced in 1980 through the Planning and Land Act, which required local authority housing and maintenance departments to ask outside suppliers for estimates.

If the internal works department won the contract it was expected to make a 5 per cent return on capital. The NHS's ancillary functions got similar treatment in 1983.

However, the big shake-up came with the 1985 Local Government Act, which required councils to invite bids from private companies and the staff DSO to run seven services: school meals, other catering, refuse collection, street cleaning, building cleaning, grounds maintenance and vehicle maintenance.

The new rules were to be applied in five rounds spaced at six-monthly intervals from

August 1, 1989, thereby releasing nearly 400 contracts at a time on to the market.

Subsequently, other services such as sports field maintenance and leisure services were added and others, such as legal, architect, and computer services, could follow. Present developments in opting out by councils and hospitals seem certain to escalate the trend.

The new law did not change the statutory duty of local authorities to provide basic services, or alter their funding requirements.

What was new was the councils' role. They became managers, and once they set their targets they had to find the most cost-effective solution and monitor the contractors' performance.

They are now not able to award their own direct works department a contract without being able to prove to the Audit Commission, the local government watchdog, that the successful bid was commercially realistic and that the terms of tender were not anti-competitive.

However, the councils had been gearing themselves up well before the legislation came into force. Municipal workforces were restructured into semi-autonomous contractors labelled DSOs, and in the main they have done well.

In many areas the DSOs have kept their former monopolies virtually intact, much as happened in 1986 when NHS cleaning contracts were put out to tender.

Recent surveys show council DSOs steadily winning an average of not far short of 80 per cent of contracts put out to tender.

The most recent survey by the Privatisation Unit, an independent monitoring body, shows that of 1,362 contracts put out to tender so far, private contractors have won only 302, or 22 per cent.

The level of penetration varies for different services, with private contractors making the biggest inroads into the cleaning of buildings and refuse collection.

The contracting out survey for 1989 conducted by the Local Government Chronicle showed that the proportion of contracts awarded in-house was far greater than in 1989. There was also evidence that the first round of tendering had had



Catering: part of the big shake-up in 1988

more impact on the organisation and business practices of local authorities than on the provision of services themselves.

Information was gathered on 476 contracts valued at £1.6bn, of which over 78 per cent were awarded in-house. The private sector managed to win fewer than one in five contracts and less than 15 per cent of the available money. A comparison with 1989 showed that last year even Conservative councils

awarded most contracts to their DSOs.

Those disappointed by the trends of the last 18 months have been looking for explanations. Some blame private contractors for ducking the challenge, some criticise left-wing and other councils for deliberately frustrating the privatisation process, and some are prepared to praise the DSOs for proving themselves more effective than their critics anticipated.

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LEADING PLAYERS

# The backroom operators start to emerge

AFTER years of fragmented, low-key activity, the business support services industry in Britain is emerging as an identifiable sector in its own right. Its metamorphosis is not complete but the creation, on January 1, 1991, of a business services sub-sector within the FT Actuarial Index is an important benchmark in the fight for public awareness.

The sub-sector comprises 14 companies providing corporate customers with support activities which have been consistently failed to generate the levels of attention and analysis afforded other, no more significant areas of economic activity.

Their role as "backroom" operators, offering everything from linen services to staff recruitment, has tended to give them a low profile but their growth in the past few years, combined with their unquestionable potential, means they will no longer be overlooked.

## The new sub-sector comprises 14 companies providing support activities

The Oxford Economic Forecasting Unit has estimated that the UK market for business support services is about £400m-£500m a year and predicts that the market will support annual growth of around 11.5 per cent.

The UK Institute of Management Studies has defined three broad categories within the business services sector - professional services, other skilled services and practical services.

The first category includes legal, medical and accounting services and the second includes other financial and management services, as well as computer and marketing services. The newly-created FTA sector will concentrate on those companies primarily involved in the practical services category which includes cleaning, maintenance, security, waste disposal, recruitment and property services.

With an estimated market capitalisation of £4.6bn, the new sector will be a medium-sized component of the FTA index, comparable in size with contracting and construction or printing and publishing.

No company dominates the sector. Only BET, the group which has done much to pioneer the concept in the UK but which is undergoing an organisational review, appears in the FT-SE 100.

The other 13 companies are Automated Security Holdings, Hawthorn Leslie, Hogg Robinson, Inchcape, Johnson Group Cleaners, LRP Group, Manpower, Alexander Proudfoot, Reed Executive, Rentokil Group, Robertson Group, Securicor and Sketchley. BET, Inchcape and Rentokil each have market capitalisations in the £1bn region, with a further five reaching up to £500m-£1bn.

An obvious omission, because of its overseas base, is ADT Group, the alarm and security services business, while companies such as Hays and Godfrey Davis have not been included. Godfrey Davis, though waiting in the wings for entry into the new sub-sector, is the classic case of a business that

Michael Cassell

has diversified away from its original marketplace. Though still associated with car rentals, its merger with Sunlight three years ago has helped transform it - in spite of an abortive bid for Sketchley - into a broadly-based business support services group.

According to an introductory review of the new sector by James Capel, the stockbrokers, few of the companies listed rely on the provision of a single service, with most having at least diversified from first base and others making a positive virtue of offering as many support services as possible.

Mr Paul Beaufre, of James Capel, has calculated that financial returns in the sector are among the highest in industry, with profit margins in excess of 10 per cent, 7 per cent for Inchcape to more than 25 per cent (ADT).

He highlights returns on capital of between 25.5 per cent for Securicor to more than 66 per cent for Rentokil and says that capital gearing is low compared to other stock market sectors. Capel calculates that the sector will report aggregate earnings growth of just over 4 per cent for 1990 and 6.3 per cent this year.

But a recession will clearly impose new pressures on the providers of support services who have been beneficiaries from a buoyant economy.

The problems of BET and its collapsing share price have already provided a taste of what may lie ahead for others. They also demonstrate that business support services will not, contrary to some expectations, ride out the recessionary problems afflicting more narrowly-focused businesses.

BET is trying to save about £20m a year through a series of organisational changes and staff cuts, which now includes a plan to sell off all or part of its waste management operations, where competition is fierce.

The competition will also accelerate the trend towards a distillation of the numbers of companies with some interest in providing contracted support services. Many of the businesses in the sector are fragmented, labour intensive and easy to enter, making them subject to extremes of competition.

According to James Capel: "Concentration within a highly fragmented industry has barely started but will inevitably gather pace as the industry matures, competition grows fiercer and the organisational and financial advantages of larger-scale companies over independents or one-man-bands are brought to bear."

But the brokers are bullish about longer-term prospects: "The potential for business services is in no way constrained by the high percentage of UK and US economic output currently accounted for by the services sector."

"Services feed on services. Just like manufacturers, retailers and employment agencies need cleaners and pest control contractors. Vast areas of central and local government services, hospitals, defence establishments and local authority offices, are well behind their private sector counterparts in contracting out essential services."



Tony Reid (above): customers associate warm-air dryers with hygiene. Left: keeping reception, office areas and toilets clean projects a good image for companies

## TEXTILES

# Material benefits for workers

STRANGE though it may seem, the office mat and the surgeon's theatre gown have something in common - they're part of a £500m UK textile rental market.

This particular sector provides contracted services in launderable workwear, linen, cabinet towels and mats and has five leading players - Initial (part of BET), Spring Grove (part of P&O), Sketchley, the Johnson Group and Sunlight.

Launderable workwear is a mature and static market worth between £250m-£300m a year. Workwear can be modified to suit corporate identity and personalised to an individual employee. Service covers delivery, collecting, cleaning and repair services, stocks and supply back-up and quality control.

Provision of clean workwear is widely regarded as an industrial relations issue - the market experienced enormous growth in the 1970s as a result of safety clauses in trade union negotiations.

The investment involved in setting up an in-house cleaning service and the labour and



Inspecting surgical gowns: hospitals are choosing to contract out linen services

manage their linen service. The company buys the linen, makes sure there are adequate stocks and runs the laundry.

Richard Lattimer, director and general manager of Merton and Sutton Health Authority, explained the reasons for the decision to opt for the private sector. "We found that an outside contractor could do the job better and cheaper, leaving us to get on with what we're really here for - which is providing healthcare."

"We just haven't got the same level of back-up as the private sector - after all, it is the contractors' business and they have the professional expertise."

Professional expertise is a big factor in choosing an outside contractor for cloth industrial wipers. Providing the specialist cleaning and handling for cloths containing detergents and solvents which cannot be washed down the drain is too costly for companies.

The main attraction of contract services is that they give management freedom to concentrate on core business. This is particularly true when it comes to the housekeeping area of mat and cabinet towel rental.

Cabinet towels, which are installed and maintained, are a stable market which could be given a new lease of life by a trend for multi-service washroom contracts taken on by a single specialist company.

Tony Reid, sales and marketing director of Initial, explained: "When we do customer surveys we find that people associate cabinet towels

with hand-drying and warm-air dryers with hygiene. Multi-service contracts mean customers can offer their clients both."

The £33m mat market is growing at an annual rate of 10 per cent. The service often includes personalised mats, featuring corporate logos or advertising slogans.

Said Mr Reid: "The industry has been slow to realise the potential of the dust mat market which will continue to grow as companies realise that keeping reception and office areas clean projects a good image."

Janina Walker

## CASE STUDIES

# M&S building maintenance deal for BET

ON APRIL 1 Marks & Spencer will hand over a third of its stores to BET, another UK business giant. The date - and M&S's legendary independence - suggests a well-planned spoof. But this is no practical joke.

Shareholders in both companies can relax, as M&S is merely contracting out the maintenance of its buildings across the UK, and BET has picked up the 90 or so stores in Scotland and the north. "Merely" is probably not the word Mr Peter Davies, sales director of BET Contract Services, would use.

"It has taken two years to secure the deal against a lot of competition," he says. "And the price did not even come into discussions until the final stages."

An increasing number of concerns are looking for ways to hive off non-core operations but it is something of a milestone when a self-reliant organisation such as M&S hands over a remarkable degree of management to outsiders. "This will allow us to concentrate on our new store programme and introduce more efficient management systems for maintenance," says the retail group.

It will be no easy task, as Mr Davies admits. Co-ordinating the maintenance of food stores is a lot more complex than the average office block or factory, and BET has developed a new concept and a special company to deal with the work. This is not just because of the scale - something like 250 contractors are involved, only a few of them within the BET umbrella.

"We also had to guarantee meeting M&S's very high standards," he says. Electrical services, for instance, are of paramount importance when so much refrigeration is involved. "And if the tills stop then everything stops," says Mr Davies.

The comprehensive contract also includes care of fire and safety equipment, mechanical services such as lifts and boilers, and the fabric of buildings

- all on a 24-hour basis. "It involves the total environment," he says. "If even a door sticks, they call our help desk and we set it free."

Specialised maintenance is an expanding field for contractors. Rentokil, for instance, believes its name by keeping things alive in the huge new Lakeside shopping centre at Thurrock, east of London. Among the variety of contracts it won to cover a variety of cleaning and hygiene services is £200,000 worth of work to care for the small jungle of tropical plants. The company aims to move further into comprehensive package deals, adding complementary services to its pest-control and cleaning skills.

Just as all the substantial construction and plant installation companies now provide follow-up planned maintenance programmes, so are the major names in support services offering to take over the complete organisation of non-core activities from in-house managers. Digital has just given P&O Total Facilities Management its first big contract in the North, with an agreement to manage and operate 12 sites. BET already handles several buildings for ICL (UK), running everything from building maintenance to the photocopying machines. Even the receptionists are BET employees.

"Single-source management of facilities is highly cost-effective and results in a more streamlined operation," says Mr Geoff Turton, northern director for Digital UK. "If successful, we will consider other sites around the country."

ICL (UK) says this form of organisation has more to do with effective use of its own managers and resources than cost considerations. Leaving contractors to get on with their specialisation meant the company could concentrate its expertise on its own core business of developing and marketing computer systems and services.

David Lawson

# Rentokil

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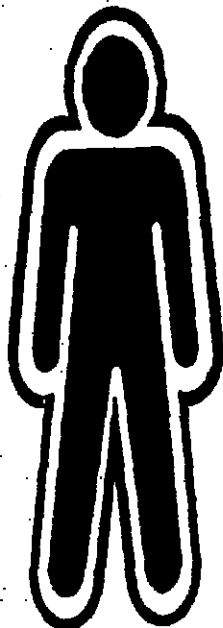
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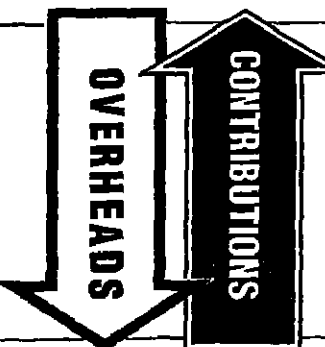
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CONTRACTED SERVICES 4

SECURITY

On guard against terrorism

SOME OF Britain's private security companies have been saved from the worst of the recession by two unlikely groups: Iraq's Revolutionary Command Council and the IRA.

Industry for contract guarding services have increased significantly following Iraqi warnings of terrorist attacks and the IRA's bombing campaign.

The twin threats have come just as the guarding sector of the security industry was preparing for cutbacks and redundancies.

Mr Ray Hart, chief executive of security and communications at BET - the industrial services group - says: "Without the terrorist threat the market would be more depressed than it currently is. The recession was inducing companies to look at ways of cutting costs but that has been counter-balanced by the threat of terrorism."

The performance of contracted security guards has not, however, always been effective against terrorist attacks. The 1989 bombing at Deal in Kent, when 11 Marine bandmen were killed, prompted calls by MPs for private contractors to be replaced by a civilian guarding service run by the Ministry of Defence.

The MoD, which is considering the introduction of such a service, still contracts out guarding work to 17 companies at more than 30 establishments.

Contract guarding services have also

been criticised for poor standards and only about 25 per cent of the guards in the sector are thought to be employed by member companies of the British Security Industry Association (BSIA), the self-regulating trade association.

Mr David Fletcher, BSIA chief executive, thinks the problems could be solved by licences requiring companies to adopt minimum security standards. Licensing, he says, will "force companies to be regulated".

Guarding services are just one part of an industry where new technology has seen rapid development in areas such as electronic surveillance, domestic and commercial alarms and computer protection.

Jordans, the company information specialists, says that together these sectors provide the industry with a turnover of more than £1bn. But growth is expected to slow over the next two years, and Mr Hart at BET says: "We are going to be in for a pretty rough ride in the next 18 months after a long period of growth."

Consultancy, however, is one area where the recession is expected to help growth. The sector has been given a boost as businesses use more contract consultants to seek economies in their security.

Other companies, meanwhile, hope to emerge from the recession with more services on offer. Shorrock, for example, one of the UK's three largest security companies, says it is well placed to set up a

guarding division to respond to alarm calls if the police withdraw their response service following mounting concern at the number of false alarms.

Another company, Securicor, has also diversified into new areas. Last year it was contracted by Dacorum council, in Hertfordshire, to help poll tax collection. The company was not involved in pursuing arrears but used vans as mobile banks where local residents could make payments.

The scheme, called Community Link, is now operating in six council areas and is an example of the increasing variety of contract services on offer. Wider services should be available not just in Britain but throughout the European Community, according to a European Commission report on the industry.

But the report, commissioned by the department for internal market and industrial affairs, says pan-European services have been hampered by "unco-ordinated or even conflicting national security regulations".

It concludes that there is a need for harmonised standards. This view is echoed in Britain by BET, where Mr Hart says "there is growth in contracting out, but unless something happens in a legislative format with regulation from above there will still be a problem of quality".

Tim Burl

DISTRIBUTION

Able to deliver the goods

IN THE good old days, before the retailing revolution, life was pretty simple for shopkeepers who wanted to distribute their goods - they loaded a bicycle basket and left it to the delivery boy.

Today the distribution industry is big business - worth about £100bn and, according to the Institute of Logistics and Distribution Management, taking up 25 per cent of the gross national product.

Not surprisingly, this vast industry offers contract services suitable to meet the many and varied requirements of the UK business community, from manufacturers of silk underwear to retailers of frozen chips.

Dedicated contract services are a big growth area with companies such as Marks & Spencer regarding them as essential for ensuring their own particular standards of operation are applied to outside contractors.

As the name suggests they are dedicated to the customer - offering a tailor-made service to suit individual require-

ments along the distribution chain - from a liveried transport fleet to warehousing for the sole purpose of distributing one client's products.

Multi-user services are on a share-and-share alike basis with the contracted operator's depots and vehicles used for different clients. Small firms, whose volumes do not merit the exclusivity of dedicated, see them as a cost-effective way of regular delivery of small volumes to as many outlets as possible.

Variations on the multi-user theme are on offer from many number of companies - the express delivery parcel firms have got in on the act with a handful establishing their own contract services divisions for dedicated and multi-user.

TNT, for instance, offer two multi-user services - Premier Distribution and Retail Express. Premier offer stock holding, break-bulk and delivery of pre-packed orders with a nationwide nominated day delivery system dictated by volume. Retail Express gives a complete distribution package

for those dealing with non-food goods.

Contract vehicle hire is another service with one of the industry's leading players, Christian Salvesen, offering take-your-pick flexible packages covering a range of options including a 24-hour breakdown recovery service and management and logistical support. All are operated through highly sophisticated distribution systems using advanced technology.

Companies deciding to use them often do so to reduce operating costs - saving on the capital investment in a fuel and labour intensive activity outside core business.

Moreover, the Just-in-Time (JIT) method of business - keeping small amounts of stock backed up with a supply pipeline to respond to fluctuations in demand - is being increasingly widely adopted.

Professional expertise in areas such as dealing with frozen and chilled products and perishable goods which have a limited time window for deliv-

ery and sale, are important considerations when looking at whether or not to use an outside contractor.

The comfort factor is also important - distribution companies get to know each client's business so well they are able to identify the troughs and peaks and provide cost-effective, flexible resources to deal with them.

David Buck is UK marketing director of the National Freight Company's Erel Logistics which devotes 99 per cent of its business to dedicated services and has a client list of household name companies such as Boots, Tesco, and Marks & Spencer. "I believe that more and more companies are saying let's stick to what we're good at and hand over our distribution to professionals to provide solutions."

There are also financial considerations - companies would tie up credit lines financing their own distribution operation when they could be investing in core business such as retail outlets.

Janine Walker

CATERING

Geared up for new standards

THE Government's new food safety legislation - introduced after the food scares of recent years - is expected to give a boost to the contract catering industry as companies turn to professional caterers to meet the standards.

Provisions in the 1991 Food Safety Act, which come into force shortly, mean that all staff handling food must receive adequate training. "The cost of poor hygiene for caterers is massive fines, legal costs, poor publicity, high staff turnover, lost business and lost profits," claimed Mr Mike Chubb, environmental health officer in the London Borough of Bexley at a recent conference organised by contract caterers Russell & Brand.

Most leading contract caterers have geared up for the new legislation and expect it to tip the balance in their favour when companies weigh up the benefits of contract catering.

Mr Frank Whitaker, marketing director for Sutcliffe Services, believes that contract caterers are better placed than many in-house catering departments to meet the needs of the

new legislation. Sutcliffe is one of the three leaders along with Gardner Merchant and the Compass Group - which have more than three-quarters of the market estimated at some £1bn a year.

These three, and the growing number of smaller operators, service more than 9,000 outlets in the UK - ranging from traditional company canteens to National Health Service hospitals. Potentially, companies in the sector believe that the market can at least double as more companies and organisations - especially those in the public sector - decide to employ outside caterers.

The key motivator, they argue, is cost. A self-catering canteen can cost between 15

and 20 per cent less per year than a similar in-house facility.

Primarily, contract caterers are able to achieve cost savings through the economies of scale of bulk buying, but there are also gains from better stock control and management systems, and cheaper labour.

Many in-house catering staff are paid more in line with the industry they work in, such as banking, than the lower rates generally found in catering. Outside caterers usually pay the catering rate and not according to the business win which they operate.

The downside to using contract caterers, however, is often staff resistance to the idea: they believe that their use leads to higher prices and

inferior service. However, contract caterers claim that experience shows that demand usually goes up - by about 15 per cent on average - because of the better services and range of food and beverages offered.

Even so, some large companies prefer to use contract caterers simply for purchasing - enabling savings of 12 per cent on average - and still retain their own in-house catering operation.

Other restraints on contract catering growth include internal resistance from managers who feel they lose control when an outside contractor is brought in.

With the new cost-consciousness among UK businesses and the public sector, most contract caterers remain optimistic about prospects. But some have noticed that prospective clients are tending to shop around more to find the best deal going. "But when they do decide on a caterer, they are signing longer-term contracts than before," says Mr Whitaker.

David Churchill

BUILDING MAINTENANCE

A task for specialists

BUILDINGS are the most valuable but most neglected of business assets. To many managers they are useful to keep out the rain and hold in the heat but produce nothing tangible to justify taking time or money away from the core business.

In most countries landlords carefully nurture their assets, usually with specialist outside contractors. In the UK, however, tenants are usually responsible for repairs and maintenance - and they are more interested in getting the best use out of a building for the least cost, according to an investigation by the Royal Institution of Chartered Surveyors.

Multi-let buildings pose few problems because landlords employ a managing agent or specialist contractors to keep an eye on things, says Mr Glen Honey of property consultants Jones Lang Wootton. But difficulties can arise where, say, premises in a secondary location are owned by a non-institutional landlord and let to a single occupier.

On one black Monday, staff will discover the power has failed over the weekend, leaving expensive machinery and computer terminals dead. Many machines will have only just recovered from the time water dribbled through the roof on to cables. Half the operators will be missing, after going down with flu-like "sick-building syndrome" after the ventilation ducts became clogged with dirt and dust.

But tenants have become more wary of management by crisis over the past decade and landlords are responding to demands for higher standards. More complex buildings also require better maintenance skills. "They are like cars," says Mr Bill Johnson of Crown House Engineering. "A lot of sophisticated machinery is packed within a simple-looking casing, and needs regular maintenance and servicing."

Unlike cars, however, buildings require a small army of technicians with a wide variety of skills to handle everything from sophisticated electronics and air-conditioning to maintenance of walls and windows.

"The way occupiers organise their contracting varies enormously," says Mr Colin Stoker at Gardner & Theobald Engineering Services. Some have an internal officer co-ordinating individual contracts for areas such as lifts, external mainte-

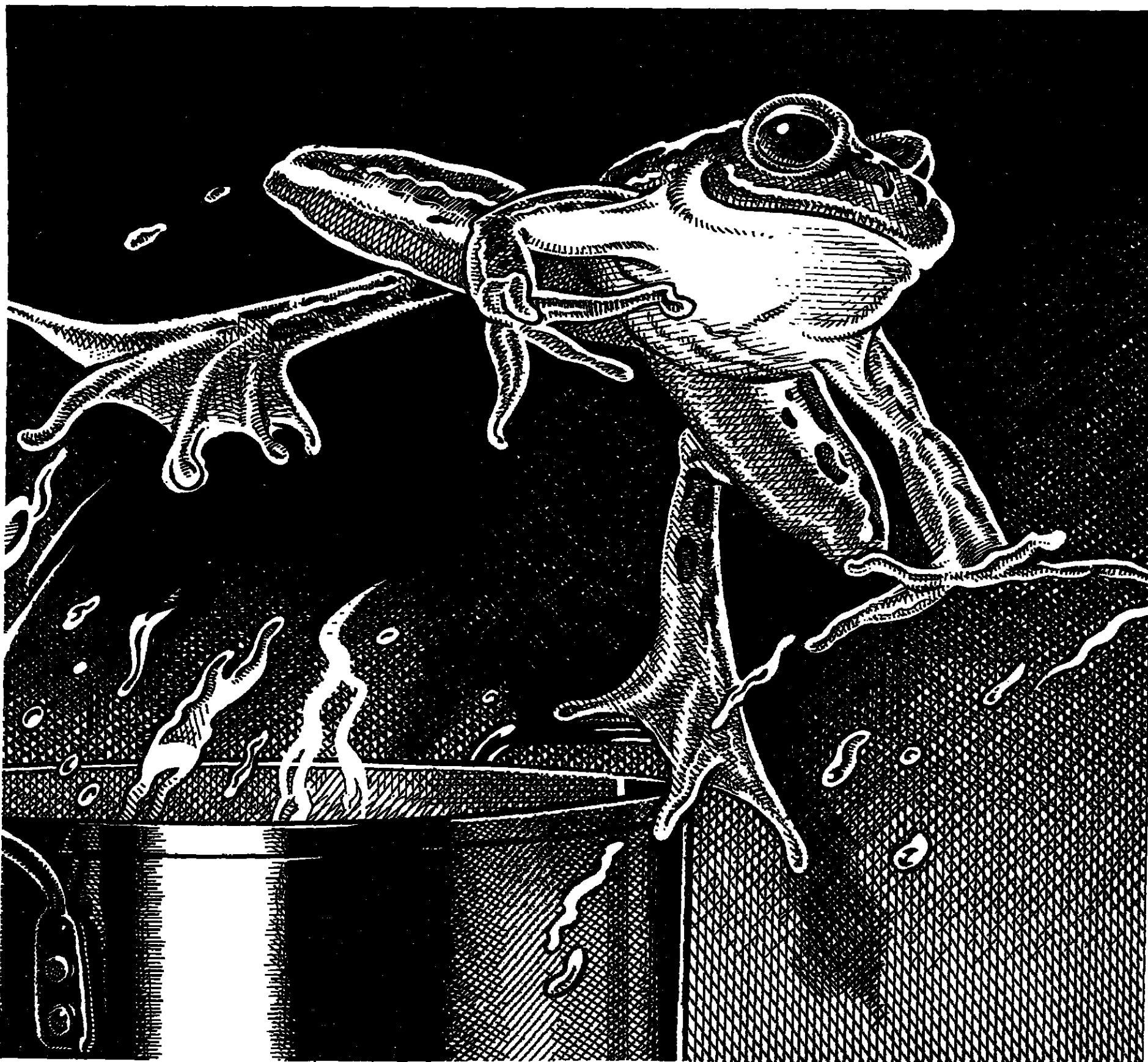
nance, ventilation and electrics. Others go for "packages" covering groups of services, or contract out the task of maintenance to a specialist.

The contracts themselves also vary between a 24-hour call-out service to periodic visits. The most sophisticated are part of a planned maintenance programme, often conceived at the design stage of buildings. These aim to anticipate what might go wrong.

Overall spending on repairs, maintenance and improvements soared to almost £7bn by the end of the 1980s, split almost equally between the public and private sectors. But the recession will see many companies cutting outgoings as maintenance contracts come up for renewal, reducing private expenditure by 5 per cent to just over £3bn this year, says the National Council of Building Material Producers. This should recover next year in line with general economic revival, however. That view is endorsed by Mr Mike McCuskey of Lorne Stewart, where maintenance provides almost 10 per cent of the £180m annual turnover. "The market is still in its infancy," he says. "Demand grew initially from increased sophistication of plant and machinery but is being fuelled today by greater awareness among occupiers and landlords of the savings achieved by contracting out services."

David Lawson

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